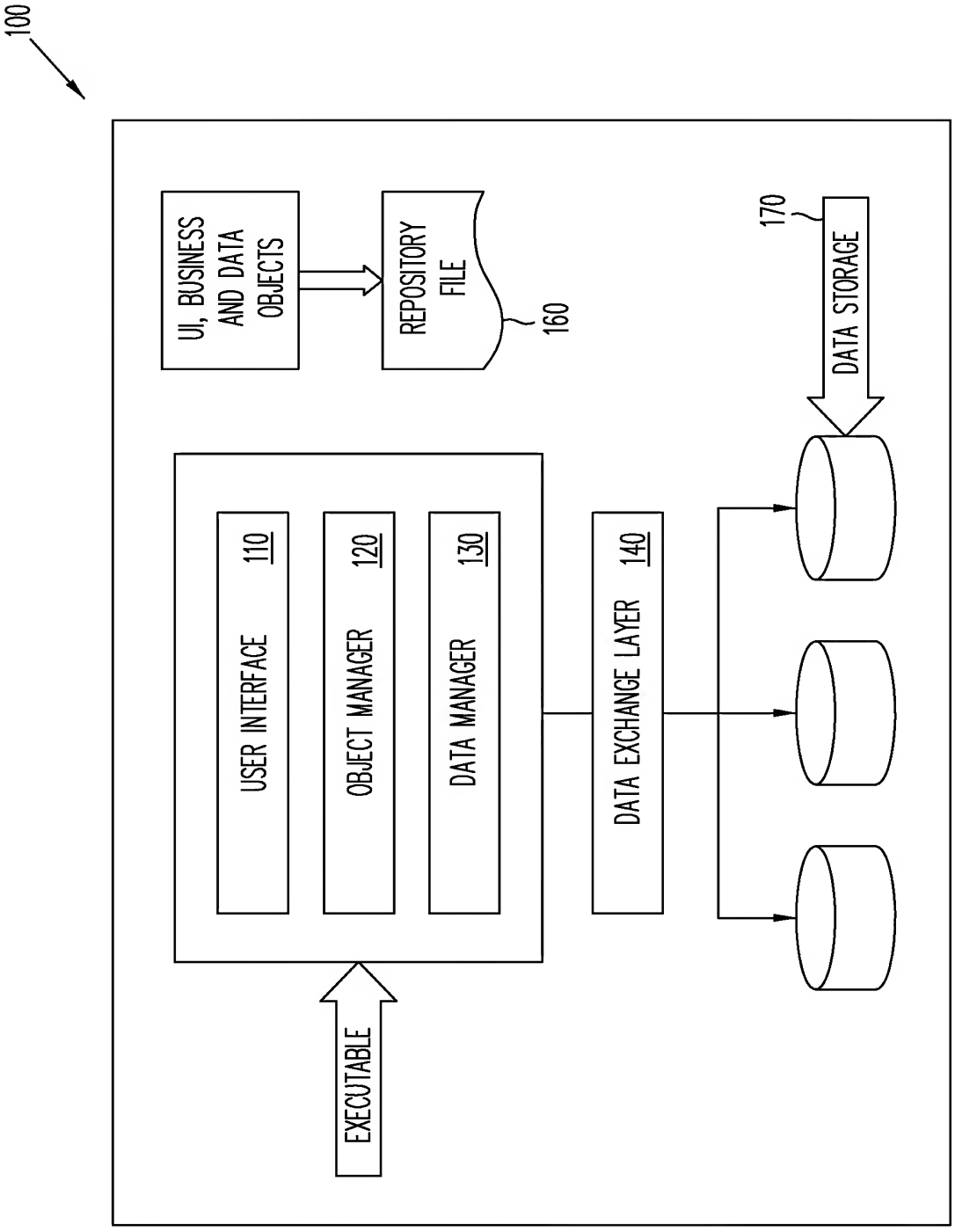

100
UI, BUSINESS AND DATA OBJECTS
REPOSITORY FILE
160
170
DATA STORAGE
USER INTERFACE 110
OBJECT MANAGER 120
DATA MANAGER 130
DATA EXCHANGE LAYER 140
EXECUTABLE

FIG. 1

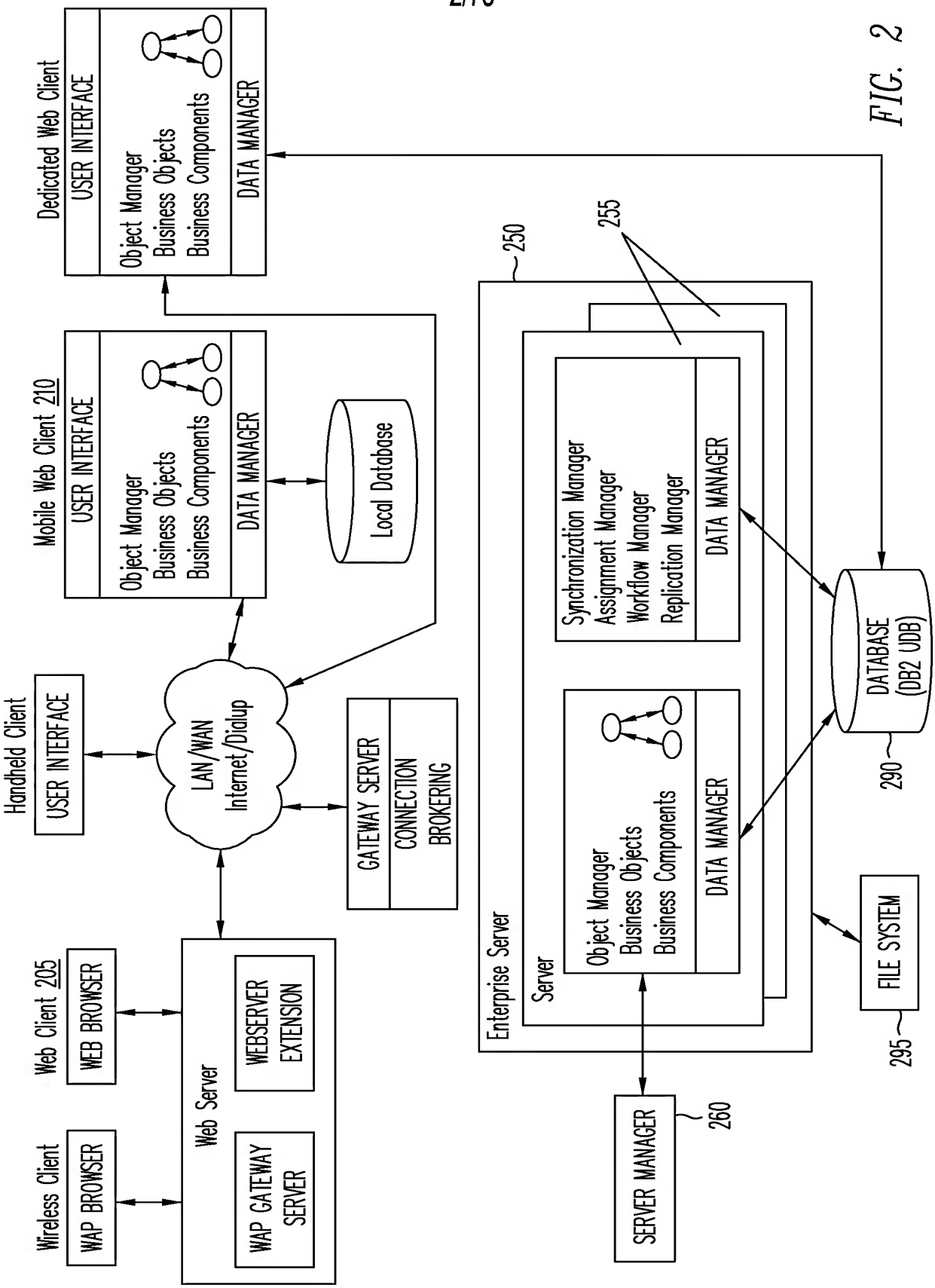

Dedicated Web Client
USER INTERFACE
Object Manager
Business Objects
Business Components
DATA MANAGER
Mobile Web Client 210
USER INTERFACE
Object Manager
Business Objects
Business Components
DATA MANAGER
Local Database
Handheld Client
USER INTERFACE
LAN/WAN
Internet/Dialup
GATEWAY SERVER
CONNECTION
BROKERING
Web Client 205
WEB BROWSER
Wireless Client
WAP BROWSER
Web Server
WEBSERVER
EXTENSION
WAP GATEWAY
SERVER
250
255
Enterprise Server
Server
Synchronization Manager
Assignment Manager
Workflow Manager
Replication Manager
DATA MANAGER
Object Manager
Business Objects
Business Components
DATA MANAGER
DATABASE
(DB2 UDB)
290
FILE SYSTEM
295
SERVER MANAGER
260

FIG. 2

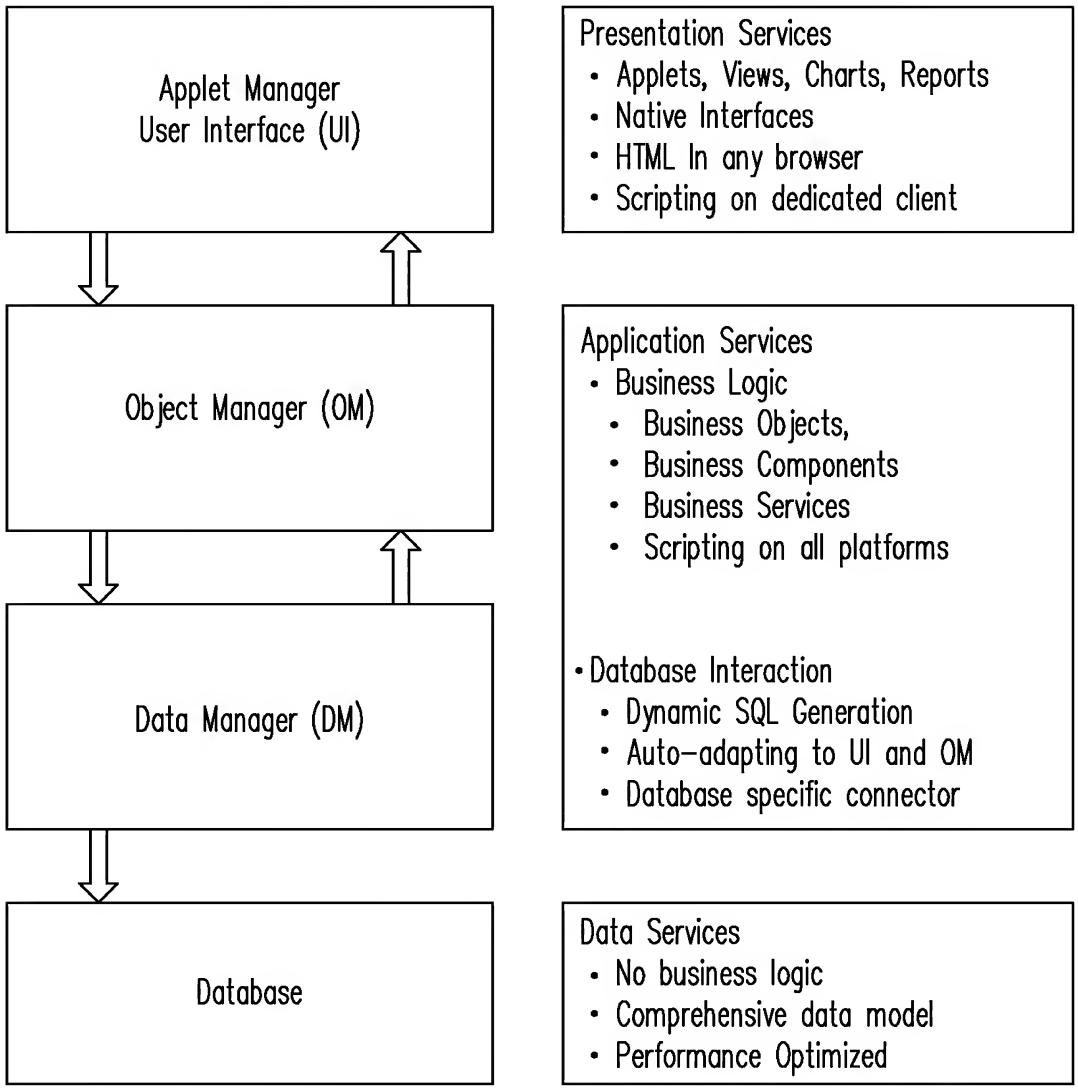

Applet Manager
User Interface (UI)
Object Manager (OM)
Data Manager (DM)
Database
Presentation Services
• Applets, Views, Charts, Reports
• Native Interfaces
• HTML In any browser
• Scripting on dedicated client
Application Services
• Business Logic
• Business Objects,
• Business Components
• Business Services
• Scripting on all platforms
• Database Interaction
• Dynamic SQL Generation
• Auto-adapting to UI and OM
• Database specific connector
Data Services
• No business logic
• Comprehensive data model
• Performance Optimized

FIG. 3

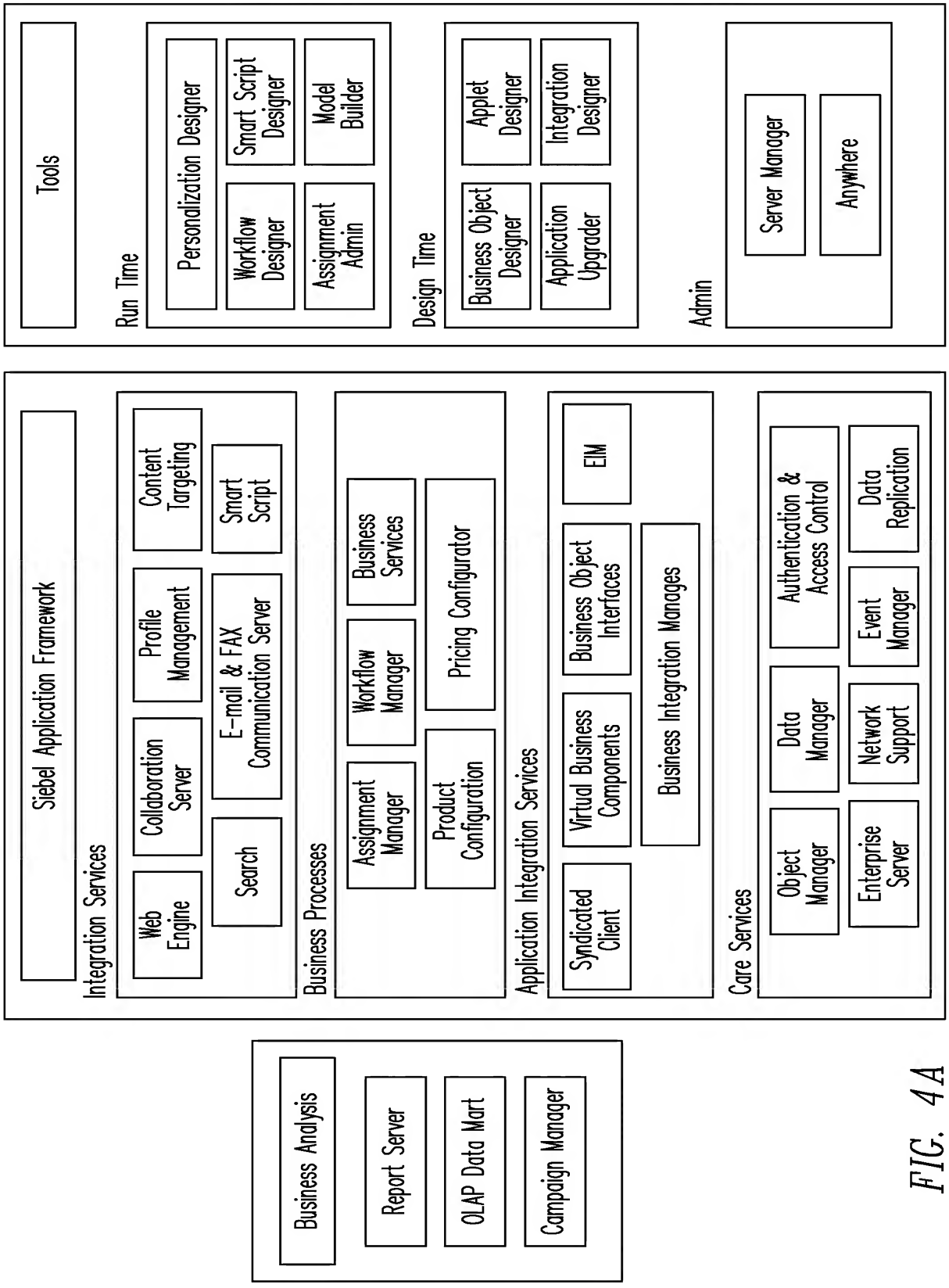

Tools
Run Time
Personalization Designer
Workflow Designer
Assignment Admin
Smart Script Designer
Model Builder
Design Time
Business Object Designer
Application Upgrader
Applet Designer
Integration Designer
Admin
Server Manager
Anywhere
Siebel Application Framework
Integration Services
Web Engine
Collaboration Server
Search
E-mail & FAX Communication Server
Profile Management
Smart Script
Content Targeting
Business Processes
Assignment Manager
Product Configuration
Workflow Manager
Pricing Configurator
Business Services
Application Integration Services
Syndicated Client
Virtual Business Components
Business Integration Manages
Business Object Interfaces
EIM
Care Services
Object Manager
Enterprise Server
Data Manager
Network Support
Event Manager
Authentication & Access Control
Data Replication
Business Analysis
Report Server
OLAP Data Mart
Campaign Manager

FIG. 4A

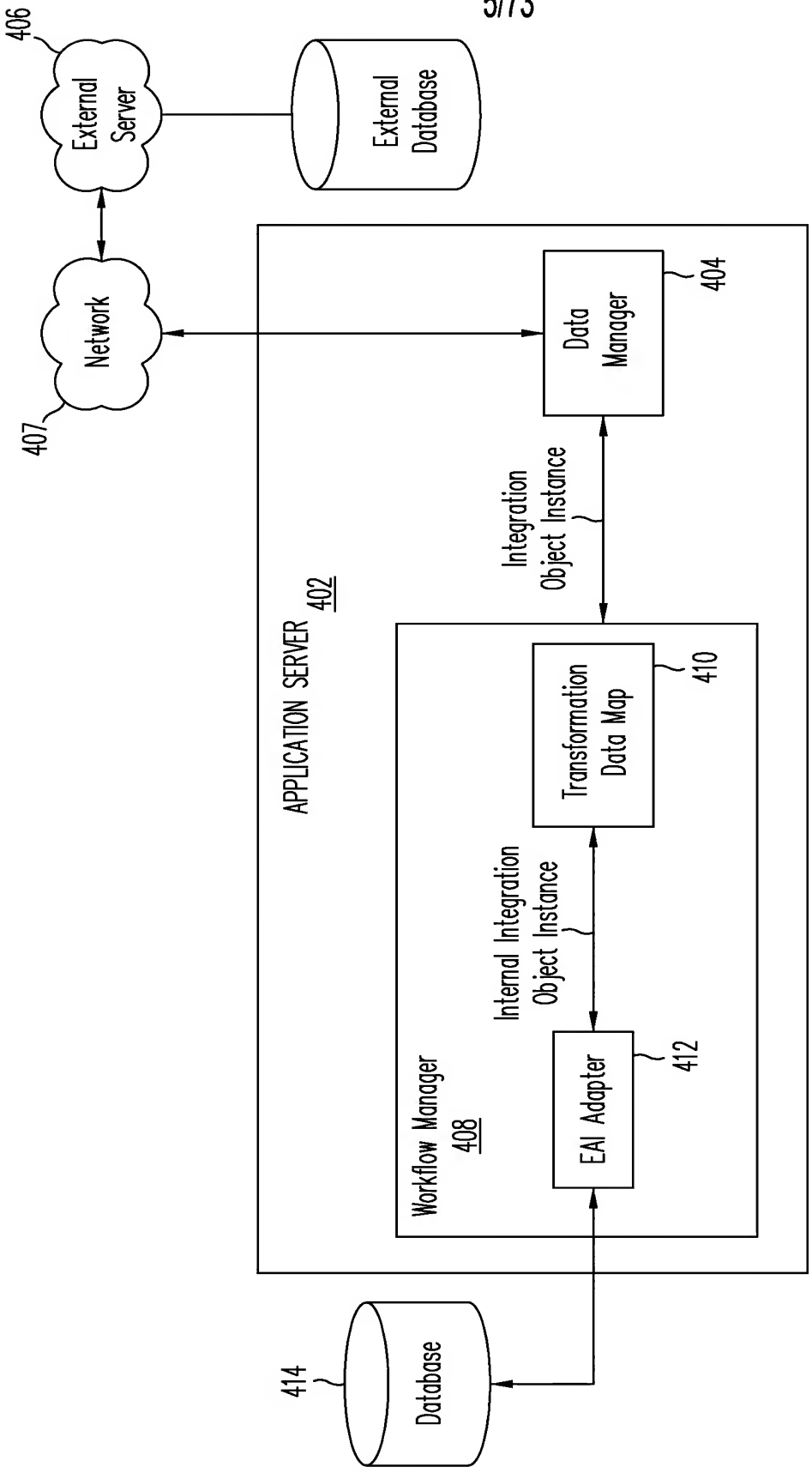

406
External Server
External Database
Network
407
APPLICATION SERVER 402
Data Manager
404
Integration Object Instance
Transformation Data Map
410
Internal Integration Object Instance
Workflow Manager 408
EAI Adapter
412
414
Database

FIG. 4B

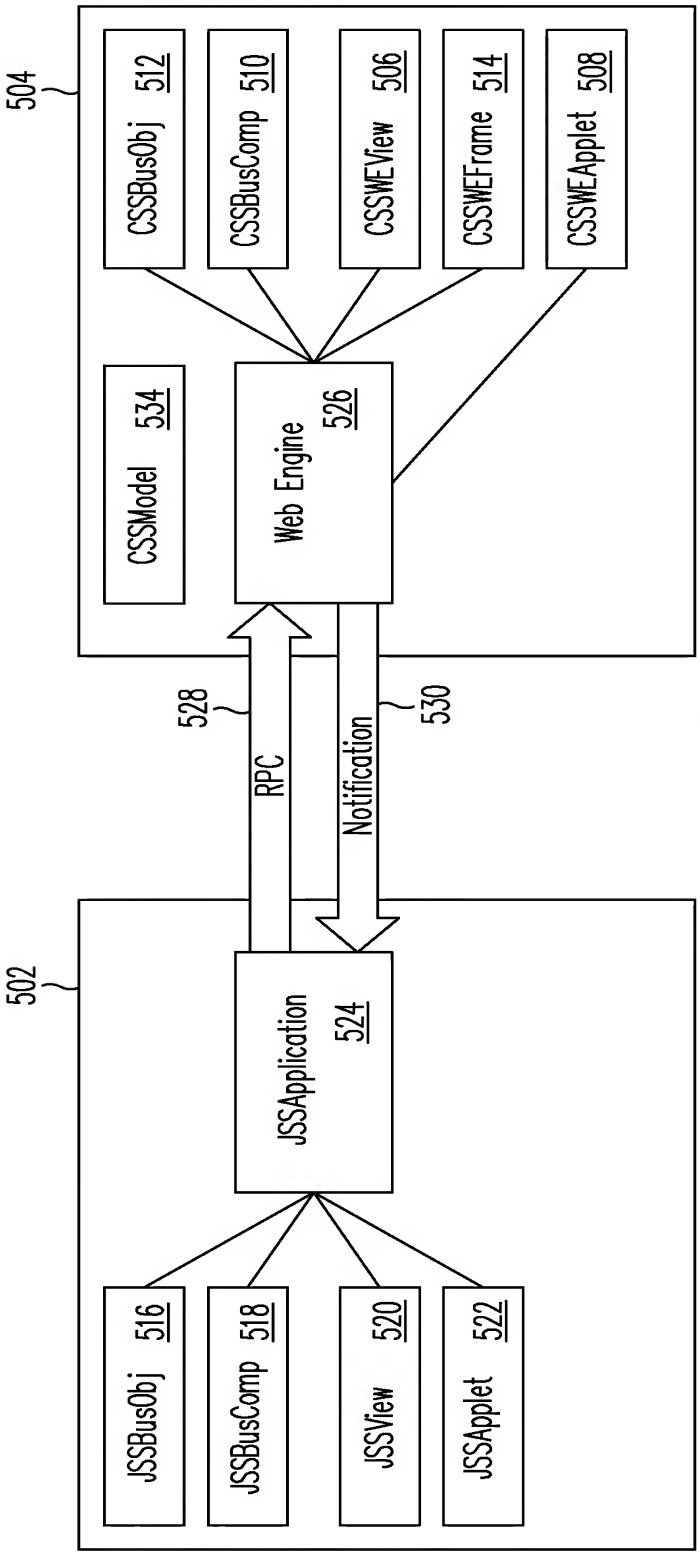

504
CSSBusObj 512
CSSBusComp 510
CSSWEView 506
CSSWEFrame 514
CSSWEApplet 508
CSSModel 534
Web Engine 526
528
RPC
Notification
530
500
502
JSSApplication 524
JSSBusObj 516
JSSBusComp 518
JSSView 520
JSSApplet 522

FIG. 5A

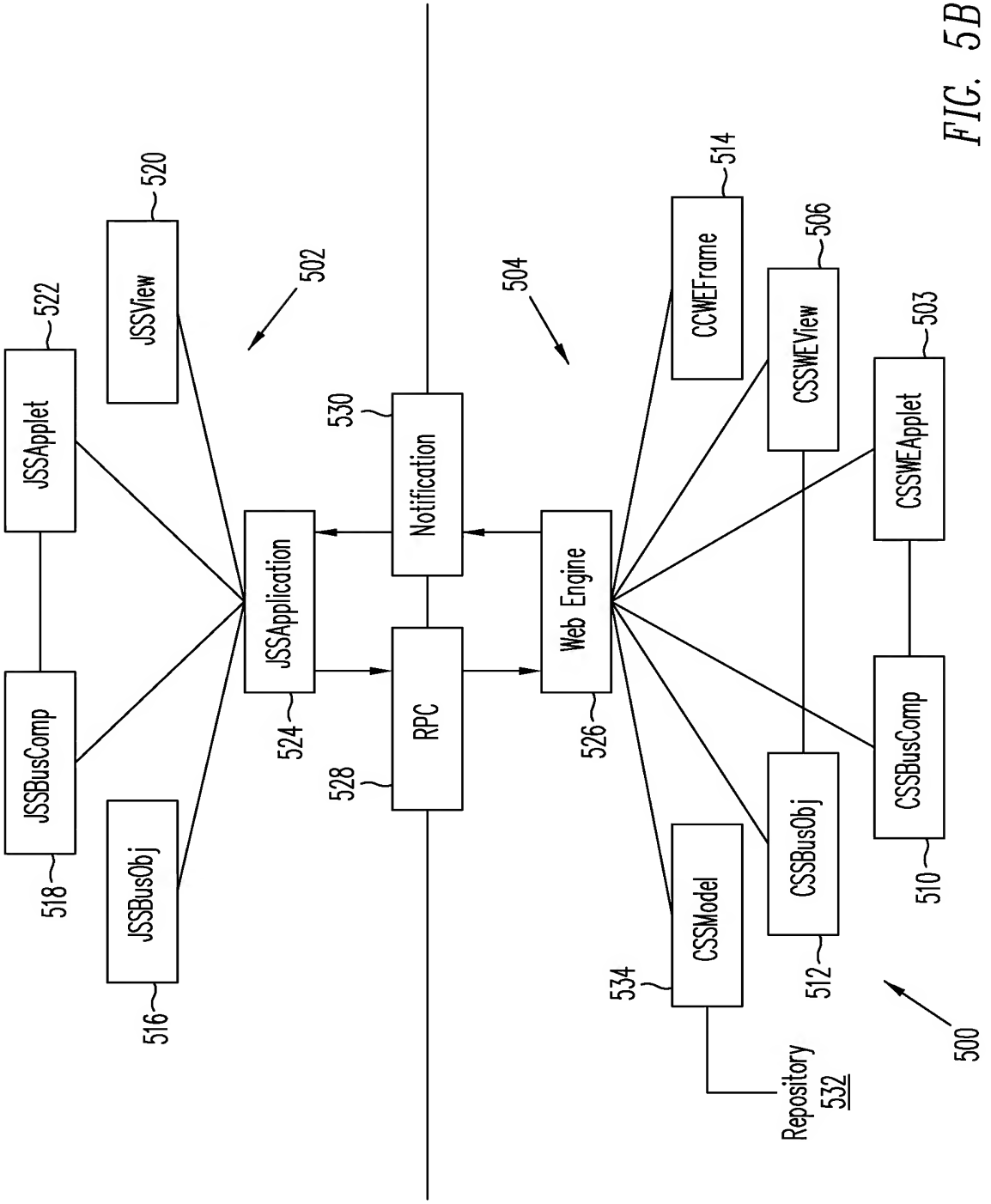

JSSView
520
JSSApplet
522
JSSBusComp
518
JSSBusObj
516
502
JSSApplication
524
Notification
530
RPC
528
504
Web Engine
526
CCWEFrame
514
CSSWEView
506
CSSWEApplet
503
CSSBusComp
510
CSSBusObj
512
CSSModel
534
Repository
532
500

FIG. 5B

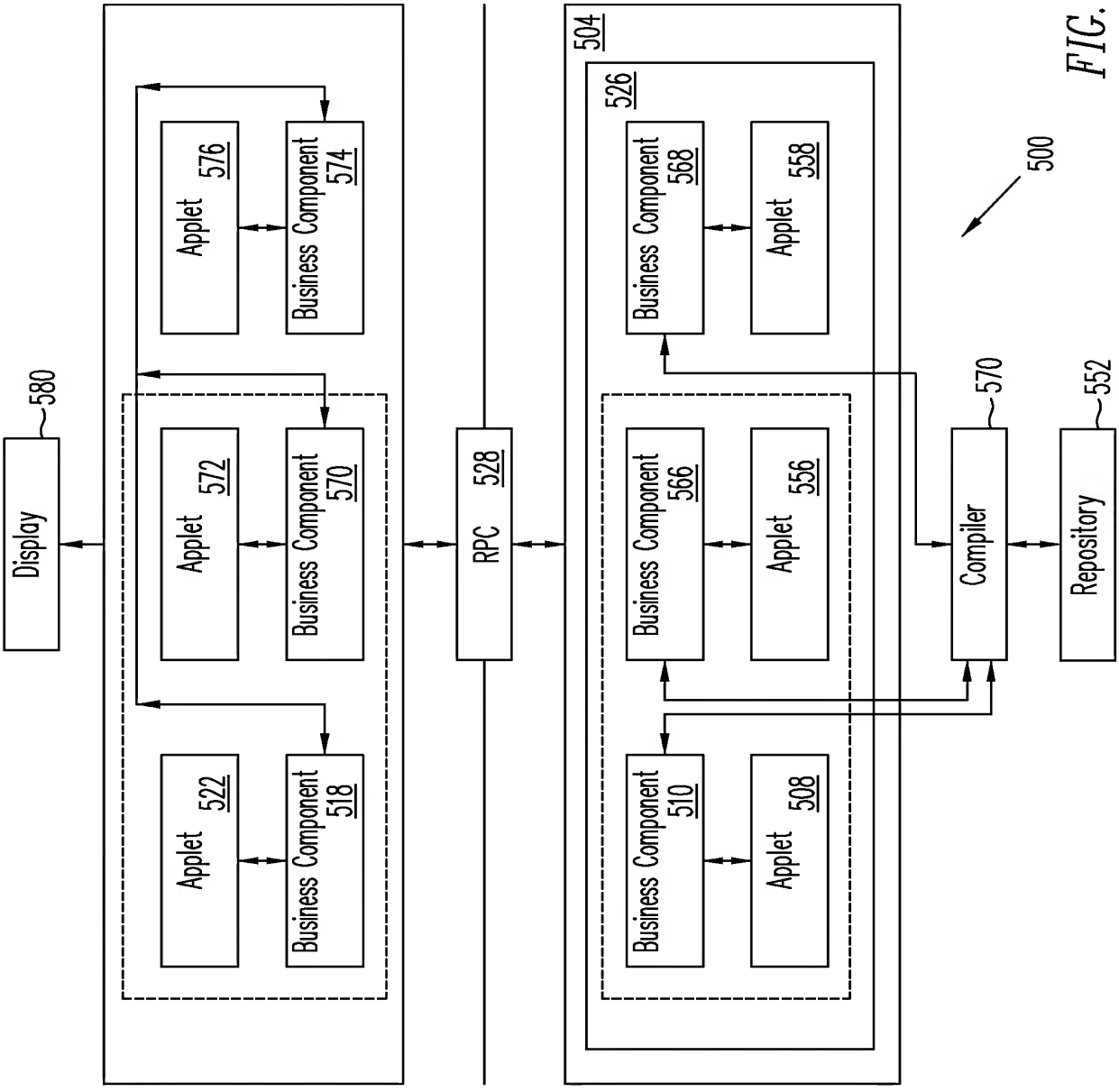

500
504
526
Applet 576
Business Component 574
Applet 572
Business Component 570
Applet 522
Business Component 518
Display 580
RPC 528
Business Component 568
Applet 558
Business Component 566
Applet 556
Business Component 510
Applet 508
Compiler 570
Repository 552

FIG. 5C

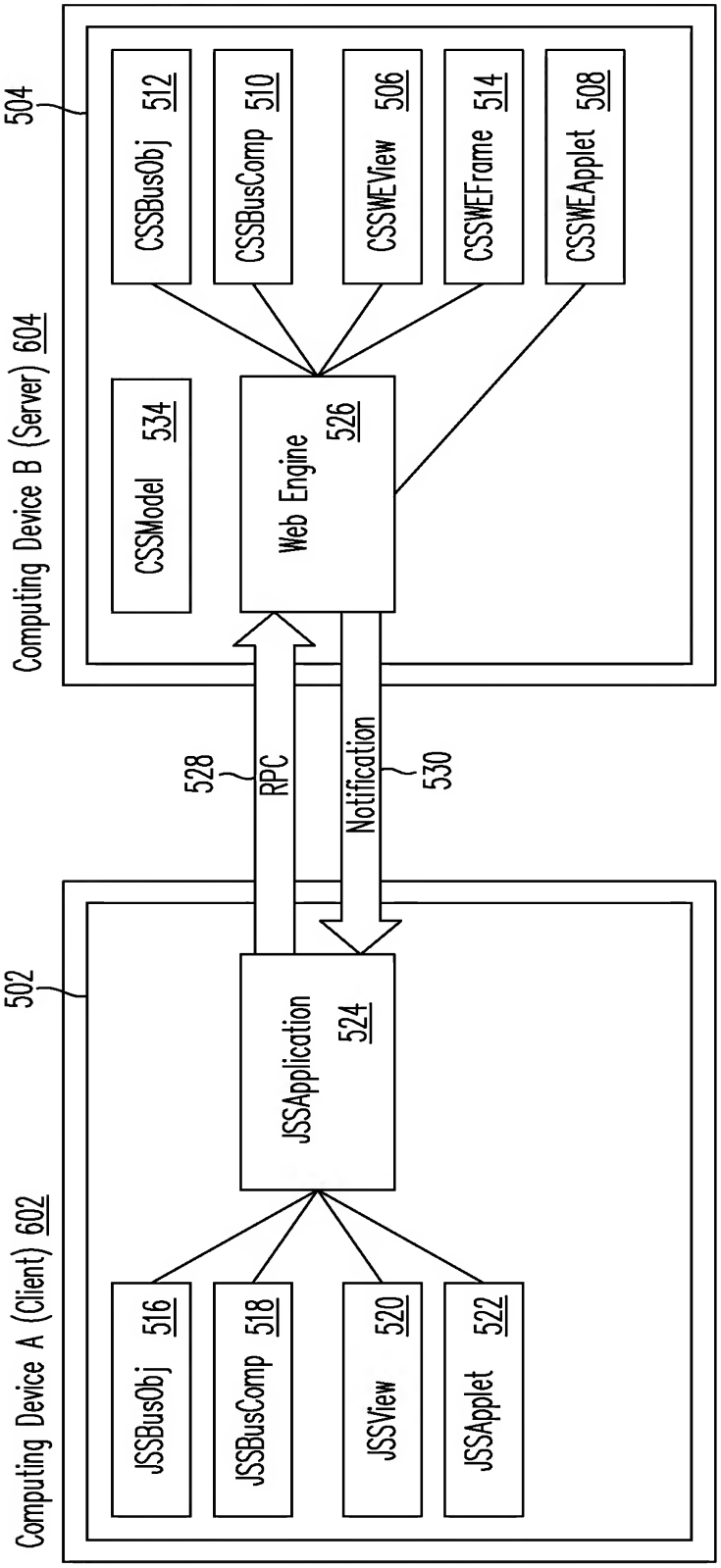

Computing Device A (Client) 602
502
JSSBusObj 516
JSSBusComp 518
JSSView 520
JSSApplet 522
JSSApplication 524
RPC 528
Notification 530
Computing Device B (Server) 604
504
CSSBusObj 512
CSSBusComp 510
CSSWEView 506
CSSWEFrame 514
CSSWEApplet 508
CSSModel 534
Web Engine 526
600

FIG. 6A

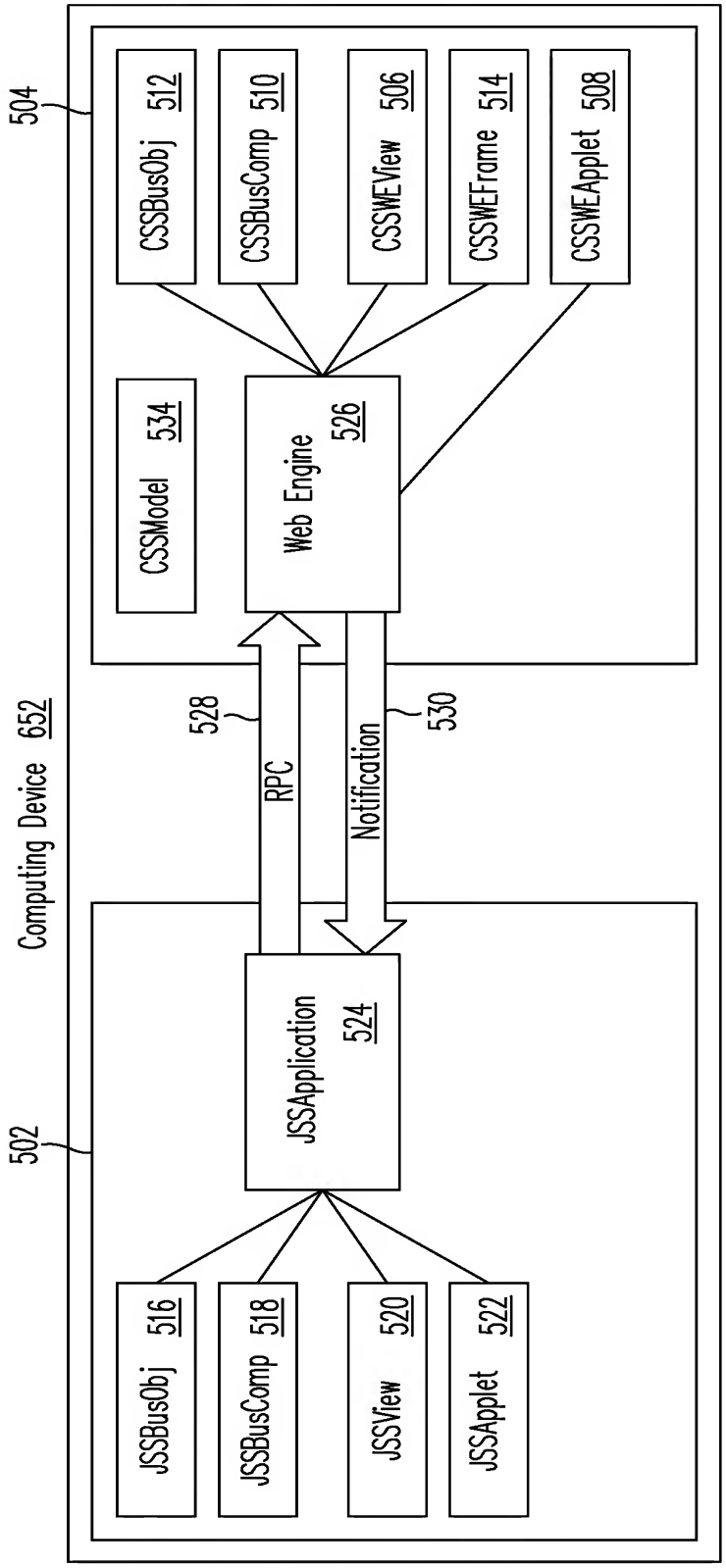

Computing Device 652
504
CSSBusObj 512
CSSBusComp 510
CSSWEView 506
CSSWEFrame 514
CSSWEApplet 508
CSSModel 534
Web Engine 526
528
RPC
Notification
530
502
JSSApplication 524
JSSBusObj 516
JSSBusComp 518
JSSView 520
JSSApplet 522
600

FIG. 6B

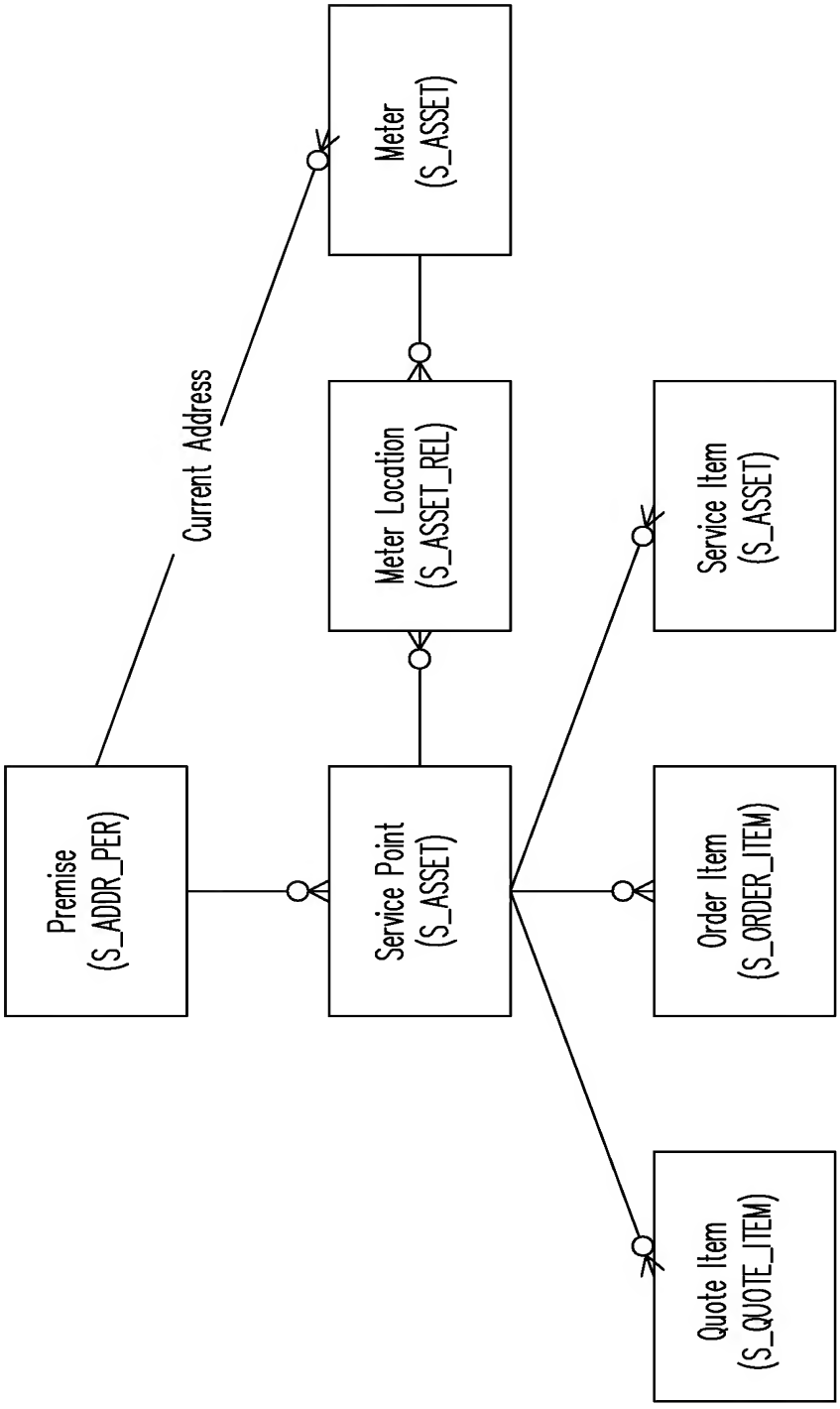

Meter
(S_ASSET)
Current Address
Meter Location
(S_ASSET_REL)
Service Item
(S_ASSET)
Premise
(S_ADDR_PER)
Service Point
(S_ASSET)
Order Item
(S_ORDER_ITEM)
Quote Item
(S_QUOTE_ITEM)

FIG. 7A

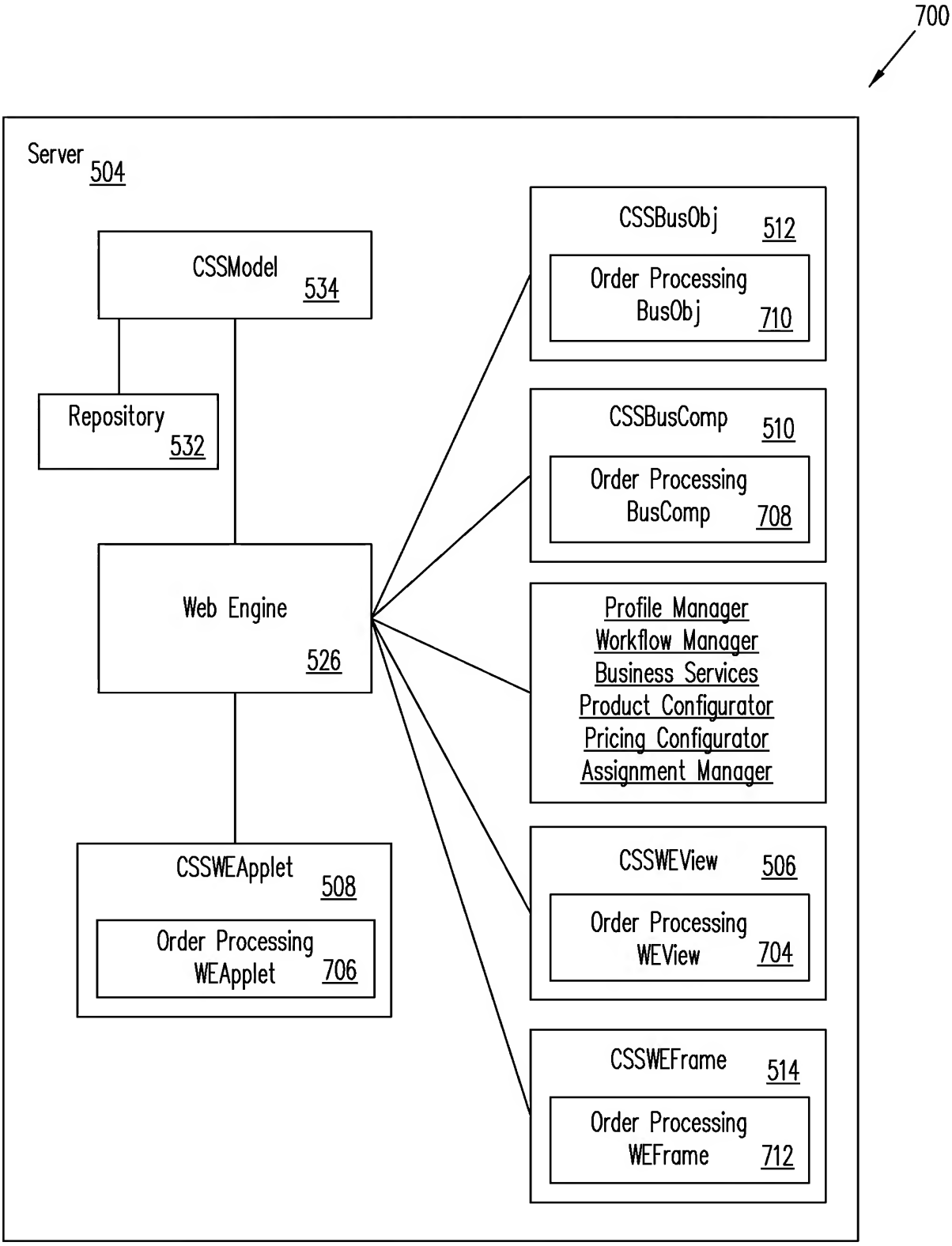

700
Server 504
CSSModel 534
Repository 532
Web Engine 526
CSSWEApplet 508
Order Processing WEApplet 706
CSSBusObj 512
Order Processing BusObj 710
CSSBusComp 510
Order Processing BusComp 708
Profile Manager
Workflow Manager
Business Services
Product Configurator
Pricing Configurator
Assignment Manager
CSSWEView 506
Order Processing WEView 704
CSSWEFrame 514
Order Processing WEFrame 712

FIG. 7B

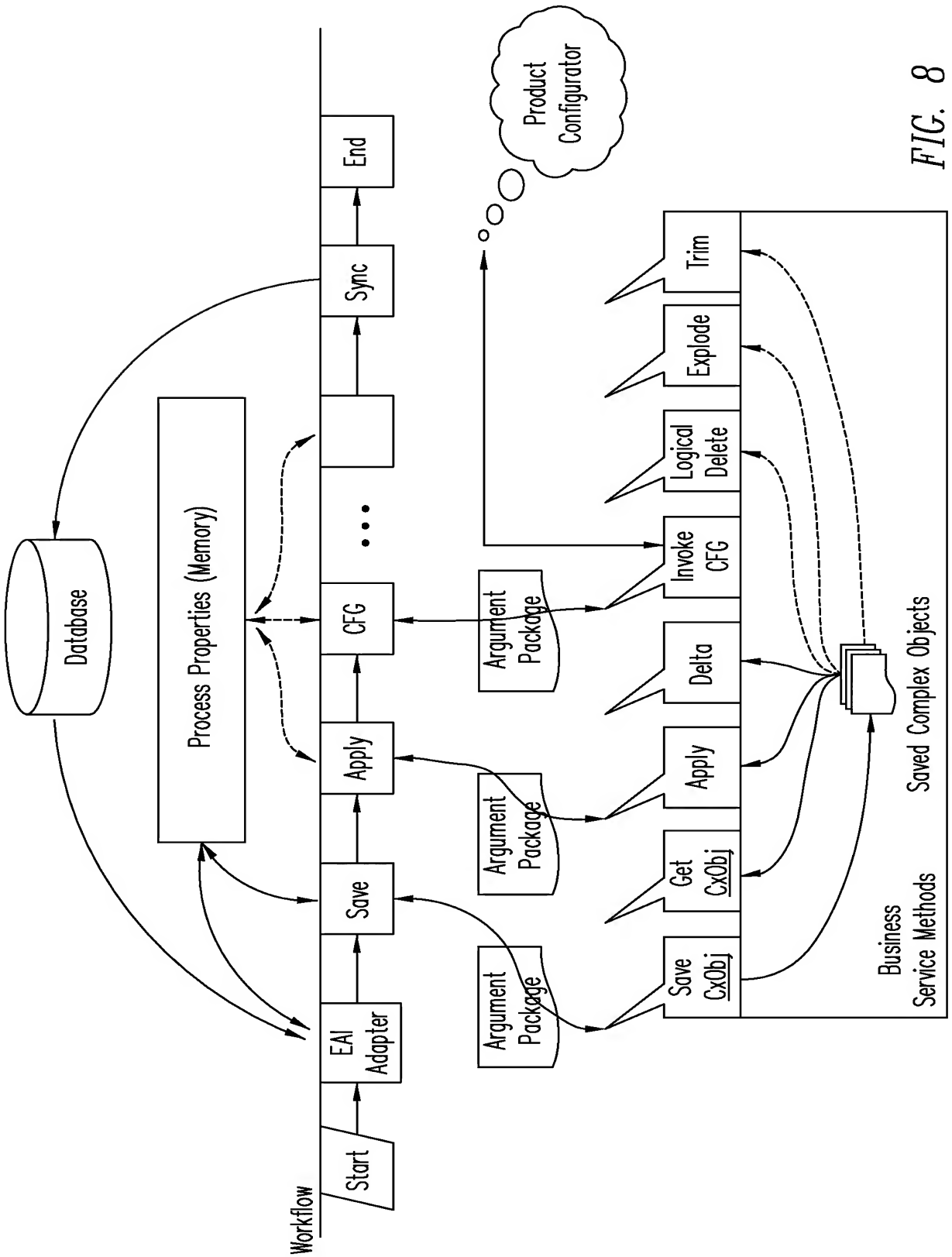

Workflow
Start
EAI Adapter
Save
Apply
CFG
Sync
End
Database
Process Properties (Memory)
Product Configurator
Argument Package
Argument Package
Argument Package
Save CxObj
Get CxObj
Apply
Delta
Invoke CFG
Logical Delete
Explode
Trim
Business Service Methods
Saved Complex Objects

FIG. 8

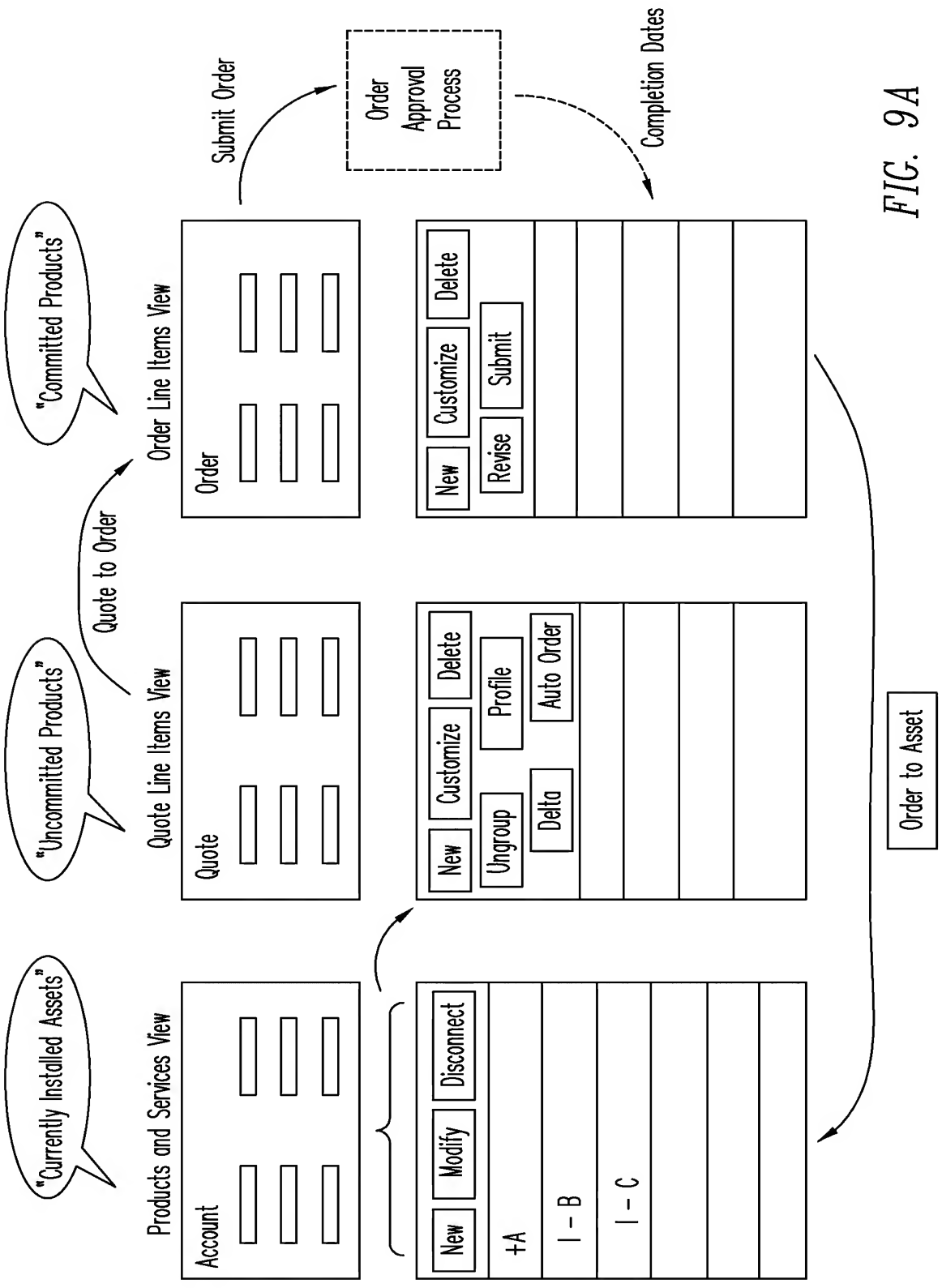

"Committed Products"
"Uncommitted Products"
"Currently Installed Assets"
Quote to Order
Order to Asset
Submit Order
Completion Dates
Order Approval Process
Order Line Items View
Quote Line Items View
Products and Services View
Order
Quote
Account
New
Revise
Customize
Submit
Delete
Ungroup
Delta
Profile
Auto Order
Modify
Disconnect
+A
I - B
I - C

FIG. 9A

FIG. 9B

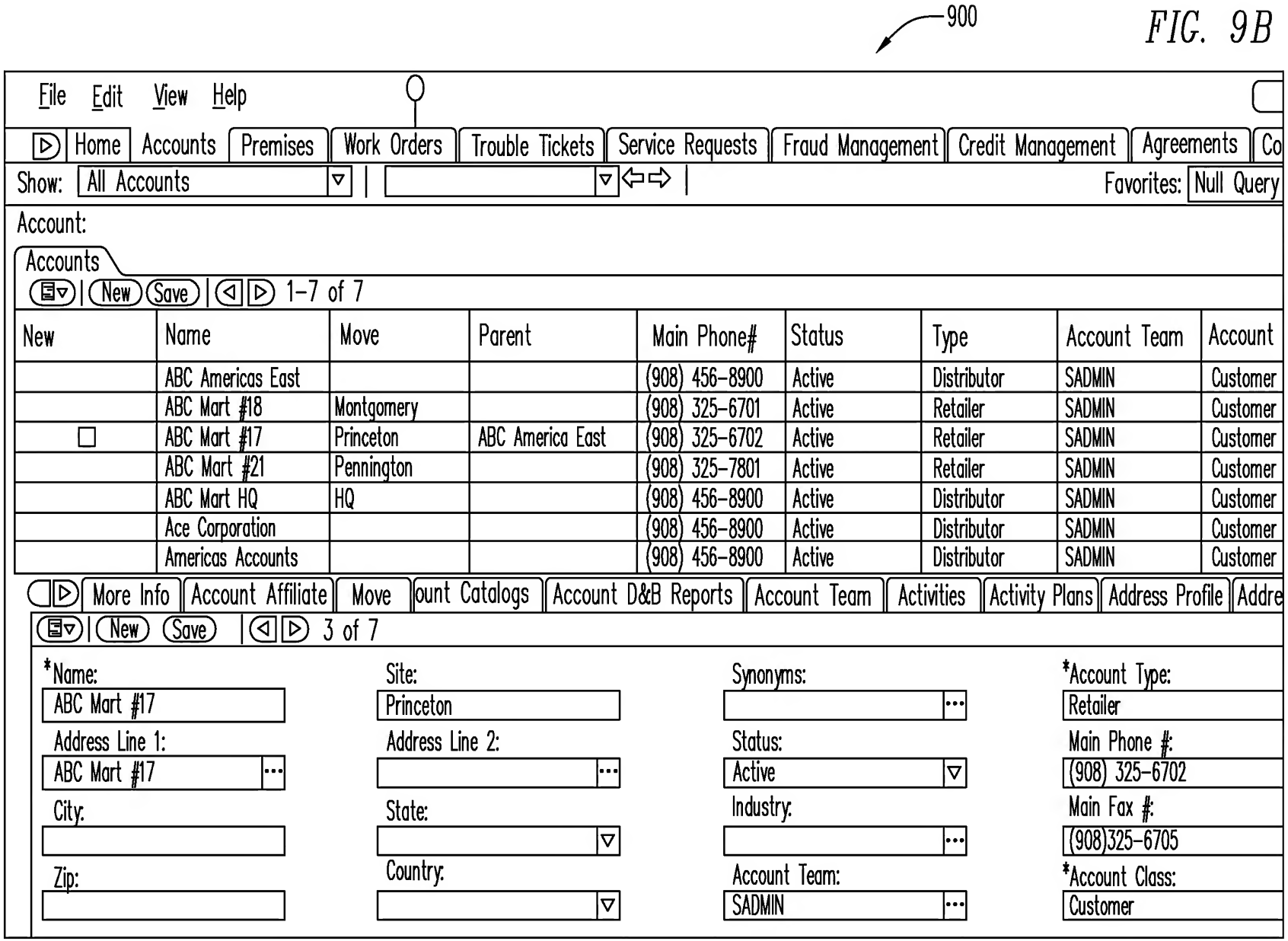

900
File Edit View Help
Home Accounts Premises Work Orders Trouble Tickets Service Requests Fraud Management Credit Management Agreements Co
Show: All Accounts
Favorites: Null Query
Account:
Accounts
New Save 1-7 of 7
New Name Move Parent Main Phone# Status Type Account Team Account
ABC Americas East (908) 456-8900 Active Distributor SADMIN Customer
ABC Mart #18 Montgomery (908) 325-6701 Active Retailer SADMIN Customer
ABC Mart #17 Princeton ABC America East (908) 325-6702 Active Retailer SADMIN Customer
ABC Mart #21 Pennington (908) 325-7801 Active Retailer SADMIN Customer
ABC Mart HQ HQ (908) 456-8900 Active Distributor SADMIN Customer
Ace Corporation (908) 456-8900 Active Distributor SADMIN Customer
Americas Accounts (908) 456-8900 Active Distributor SADMIN Customer
More Info Account Affiliate Move ount Catalogs Account D&B Reports Account Team Activities Activity Plans Address Profile Addre
New Save 3 of 7
*Name: ABC Mart #17
Site: Princeton
Synonyms:
*Account Type: Retailer
Address Line 1: ABC Mart #17
Address Line 2:
Status: Active
Main Phone #: (908) 325-6702
City:
State:
Industry:
Main Fax #: (908)325-6705
Zip:
Country:
Account Team: SADMIN
*Account Class: Customer

FIG. 9C

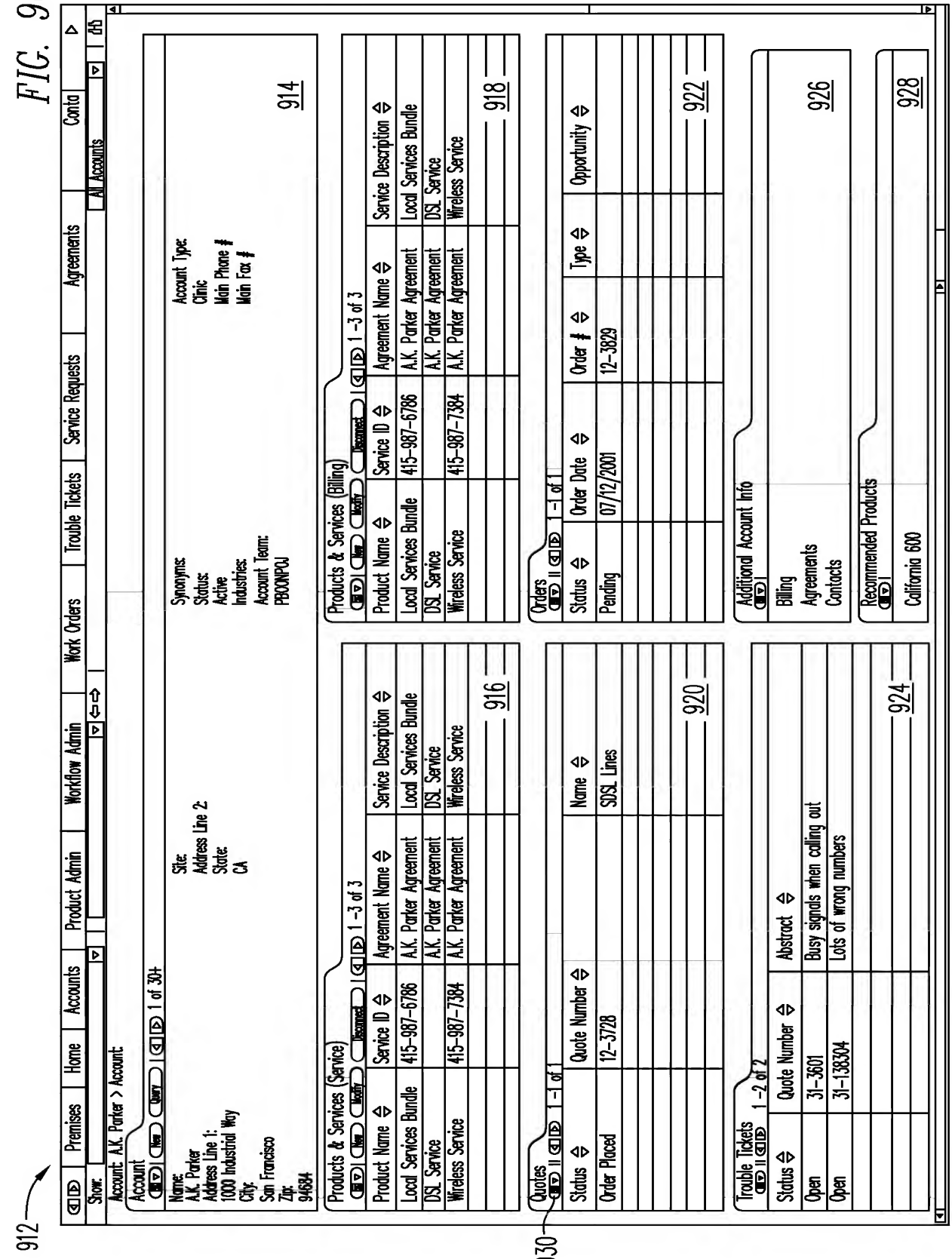
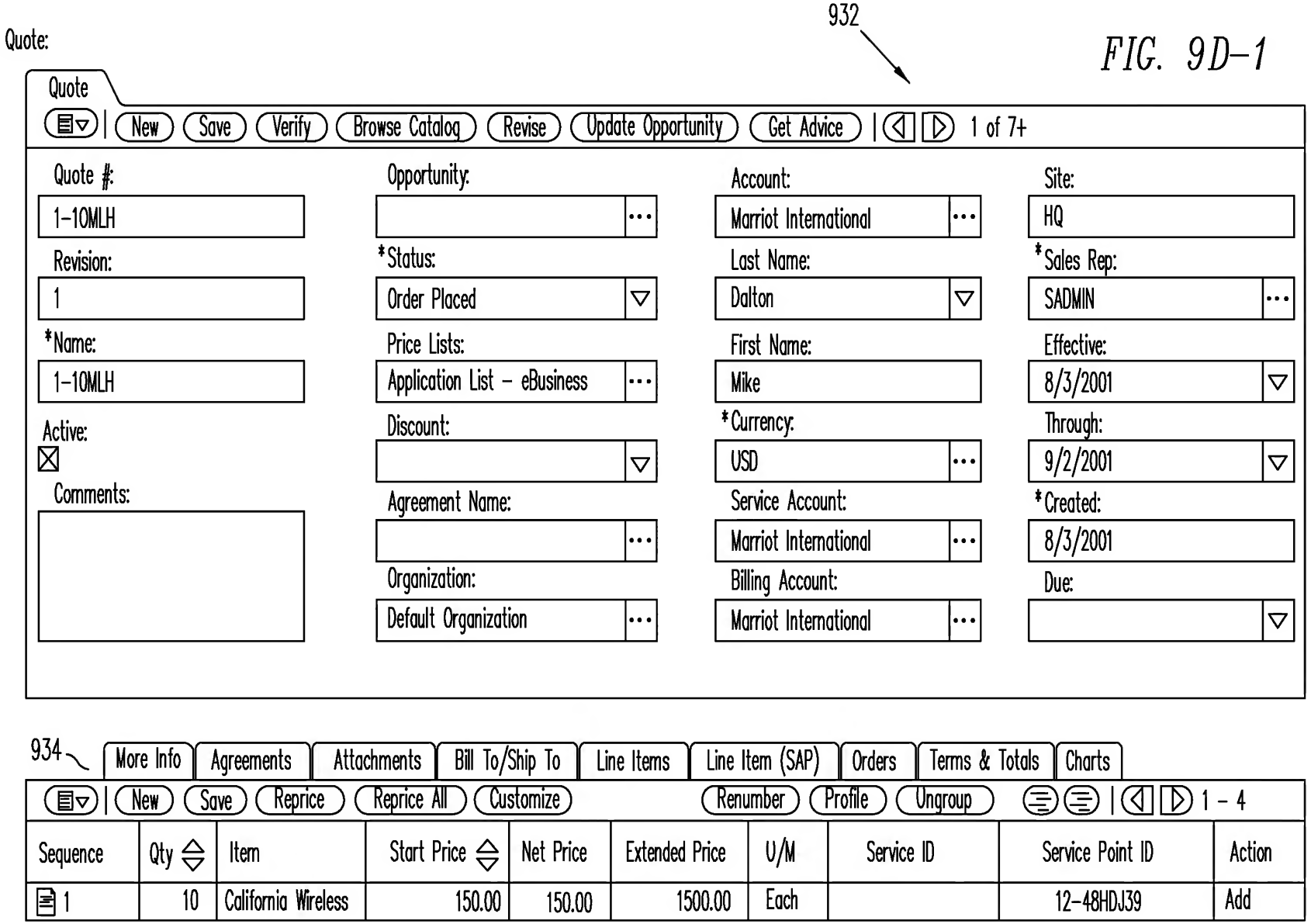

912
Premises
Home
Accounts
Product Admin
Workflow Admin
Work Orders
Trouble Tickets
Service Requests
Agreements
Conta
Show:
All Accounts
Account: A.K. Parker > Account:
Account
New
Query
1 of 30+
Name:
A.K. Parker
Address Line 1:
1000 Industrial Way
City:
San Francisco
Zip:
94684
Site:
Address Line 2:
State:
CA
Synonyms:
Status:
Active
Industries:
Account Team:
PBOONPOJ
Account Type:
Clinic
Main Phone #
Main Fax #
914
Products & Services (Service)
New
Modify
Disconnect
1 -3 of 3
Product Name
Service ID
Agreement Name
Service Description
Local Services Bundle
415-987-6786
A.K. Parker Agreement
Local Services Bundle
DSL Service
A.K. Parker Agreement
DSL Service
Wireless Service
415-987-7384
A.K. Parker Agreement
Wireless Service
916
Products & Services (Billing)
New
Modify
Disconnect
1 -3 of 3
Product Name
Service ID
Agreement Name
Service Description
Local Services Bundle
415-987-6786
A.K. Parker Agreement
Local Services Bundle
DSL Service
A.K. Parker Agreement
DSL Service
Wireless Service
415-987-7384
A.K. Parker Agreement
Wireless Service
918
Orders
1 -1 of 1
Status
Order Date
Order #
Type
Opportunity
Pending
07/12/2001
12-3829
920
Quotes
1 -1 of 1
Status
Quote Number
Name
Order Placed
12-3728
SDSL Lines
922
Additional Account Info
1
Billing
Agreements
Contacts
926
Trouble Tickets
1 -2 of 2
Status
Quote Number
Abstract
Open
31-3601
Busy signals when calling out
Open
31-138304
Lots of wrong numbers
924
Recommended Products
1
California 600
928
930

FIG. 9D-1


Quote:
932
Quote
New
Save
Verify
Browse Catalog
Revise
Update Opportunity
Get Advice
1 of 7+
Quote #:
1-10MLH
Revision:
1
*Name:
1-10MLH
Active:
Comments:
Opportunity:
*Status:
Order Placed
Price Lists:
Application List - eBusiness
Discount:
Agreement Name:
Organization:
Default Organization
Account:
Marriot International
Last Name:
Dalton
First Name:
Mike
*Currency:
USD
Service Account:
Marriot International
Billing Account:
Marriot International
Site:
HQ
*Sales Rep:
SADMIN
Effective:
8/3/2001
Through:
9/2/2001
*Created:
8/3/2001
Due:
934
More Info
Agreements
Attachments
Bill To/Ship To
Line Items
Line Item (SAP)
Orders
Terms & Totals
Charts
New
Save
Reprice
Reprice All
Customize
Renumber
Profile
Ungroup
1 - 4
Sequence
Qty
Item
Start Price
Net Price
Extended Price
U/M
Service ID
Service Point ID
Action
1
10
California Wireless
150.00
150.00
1500.00
Each
12-48HDJ39
Add

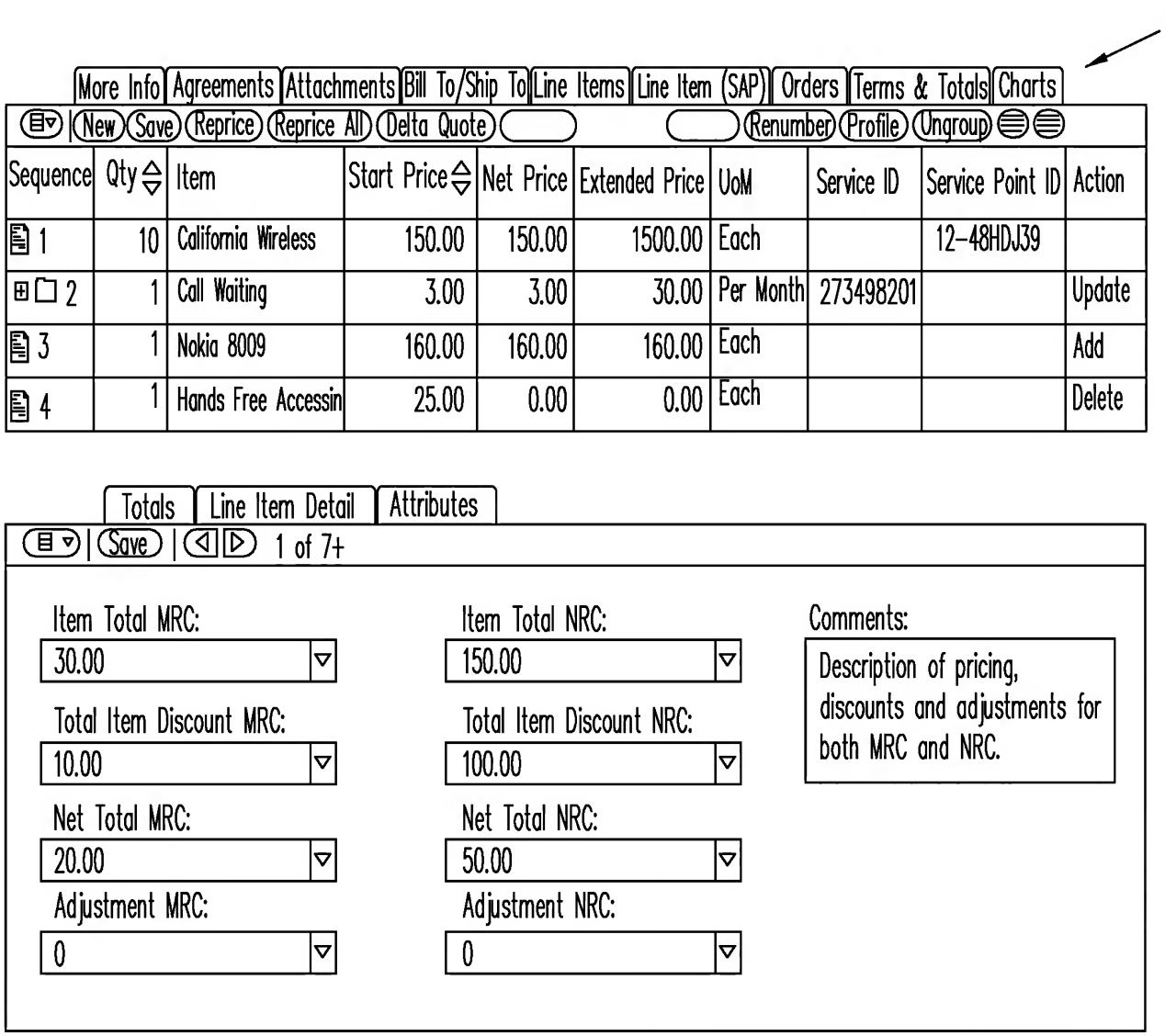

936
More Info
Agreements
Attachments
Bill To/Ship To
Line Items
Line Item (SAP)
Orders
Terms & Totals
Charts
New
Save
Reprice
Reprice All
Delta Quote
Renumber
Profile
Ungroup
Sequence
Qty
Item
Start Price
Net Price
Extended Price
UoM
Service ID
Service Point ID
Action
1 10 California Wireless 150.00 150.00 1500.00 Each 12-48HDJ39
2 1 Call Waiting 3.00 3.00 30.00 Per Month 273498201 Update
3 1 Nokia 8009 160.00 160.00 160.00 Each Add
4 1 Hands Free Accessin 25.00 0.00 0.00 Each Delete
Totals
Line Item Detail
Attributes
Save
1 of 7+
Item Total MRC:
30.00
Item Total NRC:
150.00
Comments:
Description of pricing, discounts and adjustments for both MRC and NRC.
Total Item Discount MRC:
10.00
Total Item Discount NRC:
100.00
Net Total MRC:
20.00
Net Total NRC:
50.00
Adjustment MRC:
0
Adjustment NRC:
0

FIG. 9D-2

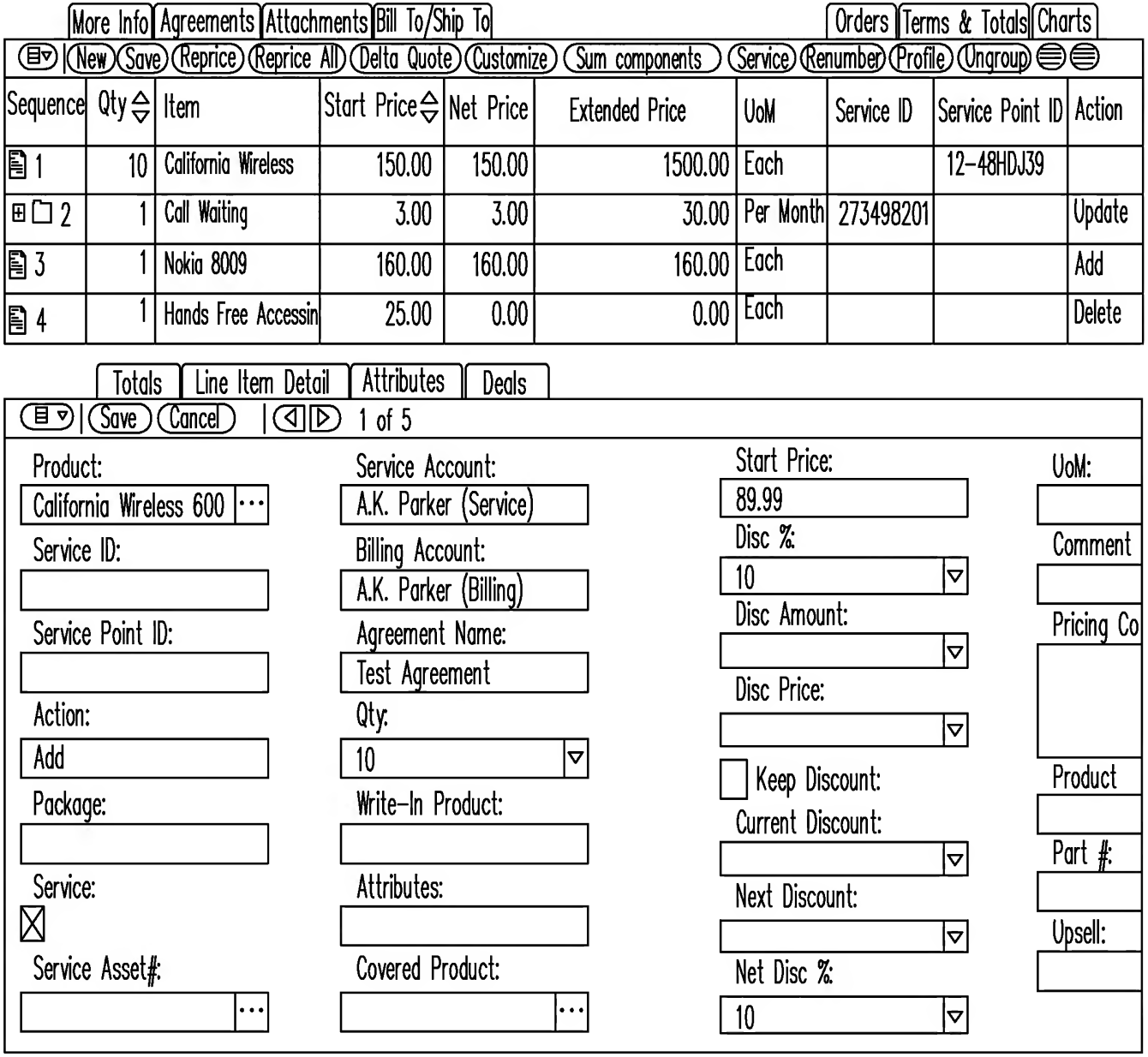

More Info
Agreements
Attachments
Bill To/Ship To
Orders
Terms & Totals
Charts
New
Save
Reprice
Reprice All
Delta Quote
Customize
Sum components
Service
Renumber
Profile
Ungroup
936
Sequence
Qty
Item
Start Price
Net Price
Extended Price
UoM
Service ID
Service Point ID
Action
1 10 California Wireless 150.00 150.00 1500.00 Each 12-48HDJ39
2 1 Call Waiting 3.00 3.00 30.00 Per Month 273498201 Update
3 1 Nokia 8009 160.00 160.00 160.00 Each Add
4 1 Hands Free Accessin 25.00 0.00 0.00 Each Delete
Totals
Line Item Detail
Attributes
Deals
Save
Cancel
1 of 5
Product:
California Wireless 600
Service ID:
Service Point ID:
Action:
Add
Package:
Service:
Service Asset#:
Service Account:
A.K. Parker (Service)
Billing Account:
A.K. Parker (Billing)
Agreement Name:
Test Agreement
Qty:
10
Write-In Product:
Attributes:
Covered Product:
Start Price:
89.99
Disc %:
10
Disc Amount:
Disc Price:
Keep Discount:
Current Discount:
Next Discount:
Net Disc %:
10
UoM:
Comment
Pricing Co
Product
Part #:
Upsell:

FIG. 9D-3

936

More Info | Agreements | Attachments | Bill To/Ship To | Line Items | Line Item (SAP) | Orders | Terms & Totals | Charts

New | Save | Reprice | Reprice All | Delta Quote | Renumber | Profile | Ungroup | 1-4 of 4

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action	Service Account	Billing Account	Agreement Name
1	10	California Wireless	150.00	150.00	150.00	Each		12-48HDJ39		A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
2	1	Call Waiting	3.00	3.00	3.00	Per Month	273498201		Update	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
4	1	Hands Free Accessin	25.00	25.00	25.00	Each			Delete	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement

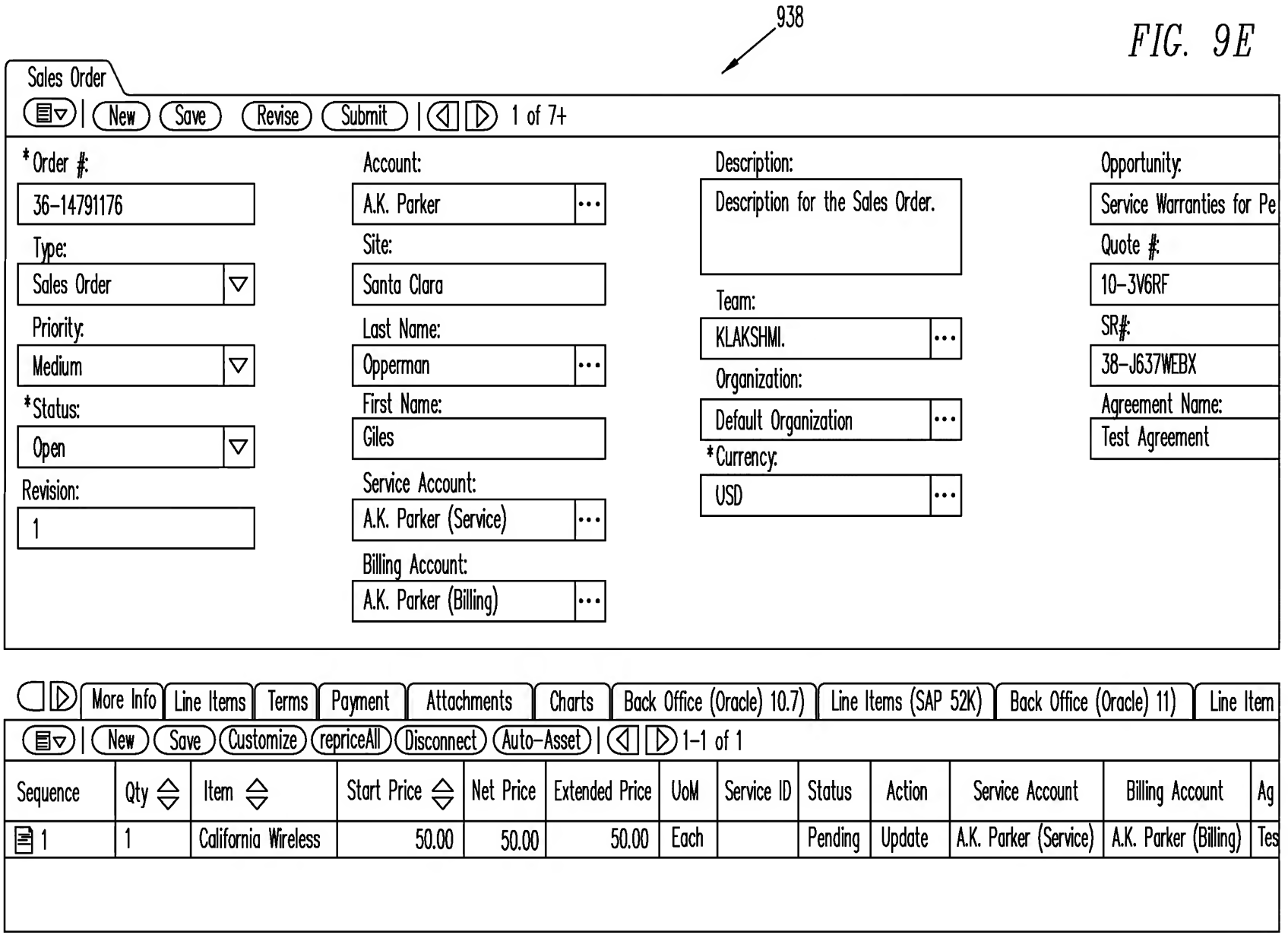
Totals | Line Item Detail | Attributes

Save | 1-2 of 2

Attribute Name	Data Type	Value	Description	Action
No. of Rings	Number	6	Number of rings before call is forwarded	Update
Forwarding No.	Text	(650) 278-3632	Number to forward call to	

FIG. 9D-4

FIG. 9E


938
Sales Order
New
Save
Revise
Submit
1 of 7+
*Order #:
36-14791176
Type:
Sales Order
Priority:
Medium
*Status:
Open
Revision:
1
Account:
A.K. Parker
Site:
Santa Clara
Last Name:
Opperman
First Name:
Giles
Service Account:
A.K. Parker (Service)
Billing Account:
A.K. Parker (Billing)
Description:
Description for the Sales Order.
Team:
KLAKSHMI.
Organization:
Default Organization
*Currency:
USD
Opportunity:
Service Warranties for Pe
Quote #:
10-3V6RF
SR#:
38-J637WEBX
Agreement Name:
Test Agreement
More Info
Line Items
Terms
Payment
Attachments
Charts
Back Office (Oracle) 10.7)
Line Items (SAP 52K)
Back Office (Oracle) 11)
Line Item
New
Save
Customize
repriceAll
Disconnect
Auto-Asset
1-1 of 1
Sequence
Qty
Item
Start Price
Net Price
Extended Price
UoM
Service ID
Status
Action
Service Account
Billing Account
Ag
1
1
California Wireless
50.00
50.00
50.00
Each
Pending
Update
A.K. Parker (Service)
A.K. Parker (Billing)
Tes

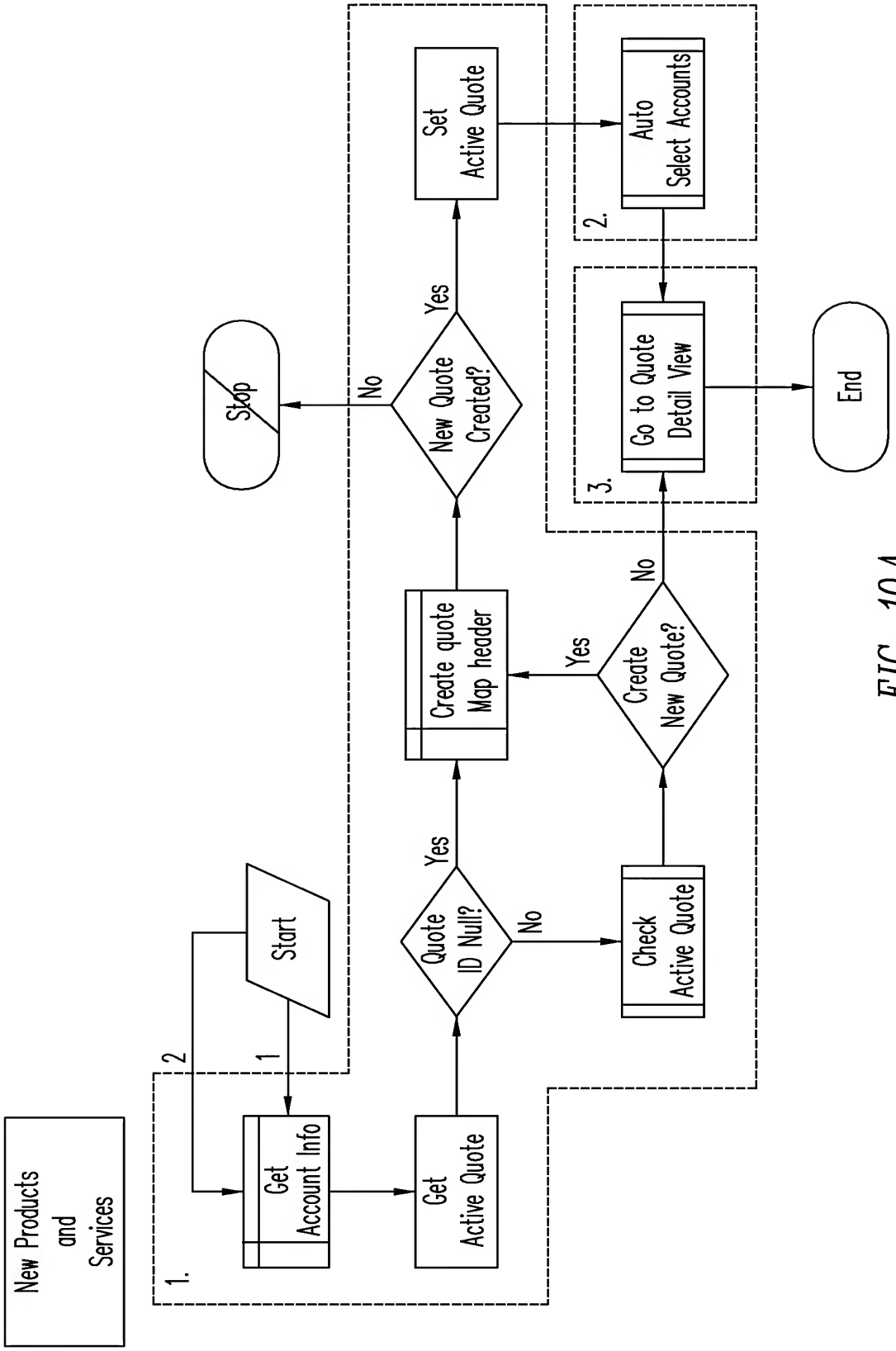

New Products and Services
1.
2
1
Start
Get Account Info
Get Active Quote
Quote ID Null?
Yes
No
Create quote Map header
Check Active Quote
Create New Quote?
Yes
No
New Quote Created?
Yes
No
Stop
Set Active Quote
2.
Auto Select Accounts
3.
Go to Quote Detail View
End

FIG. 10A

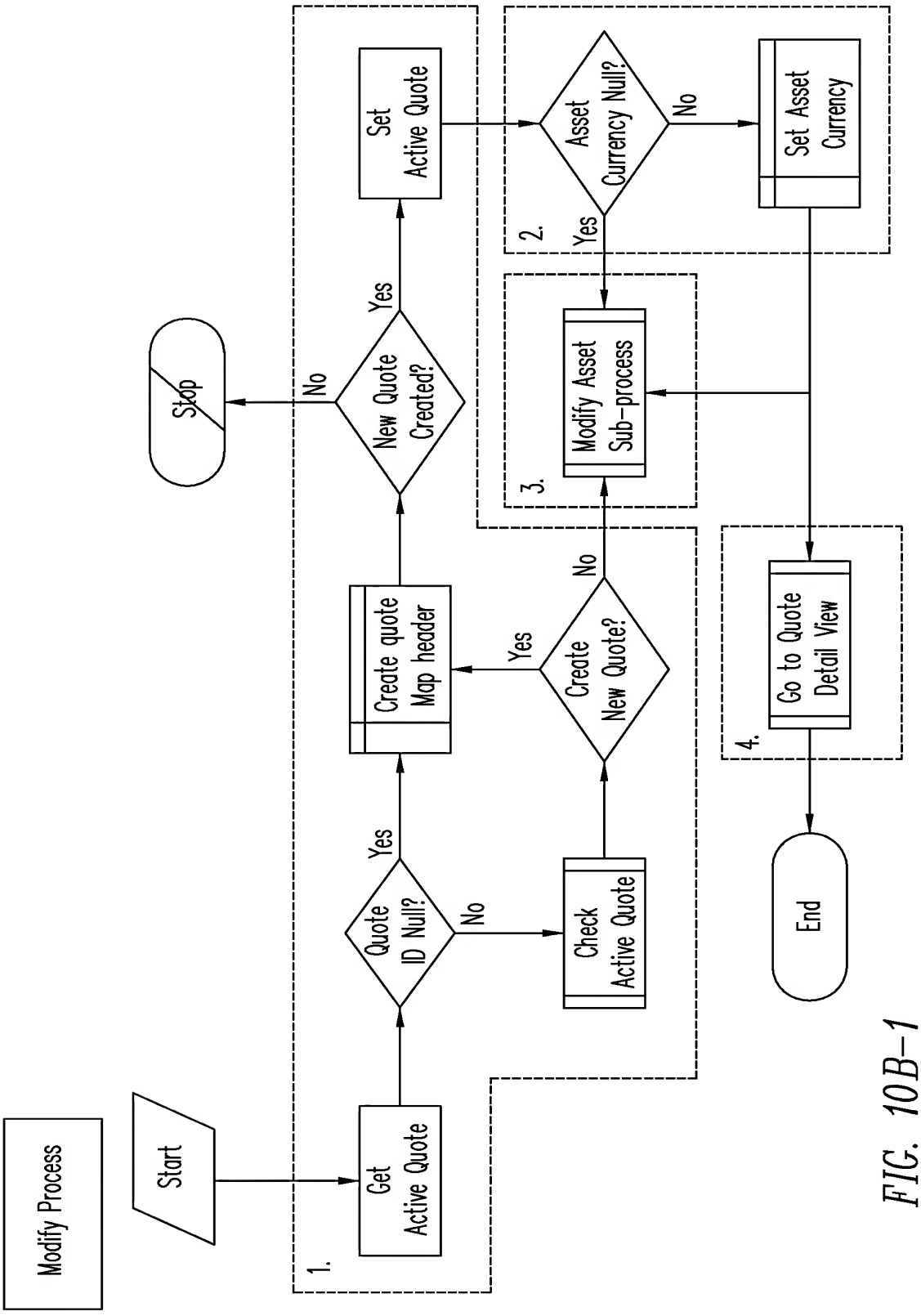

Modify Process
Start
Get Active Quote
Quote ID Null?
Yes
No
Create quote Map header
Check Active Quote
Create New Quote?
Yes
No
New Quote Created?
Yes
No
Stop
Set Active Quote
Asset Currency Null?
Yes
No
Set Asset Currency
Modify Asset Sub-process
Go to Quote Detail View
End
1.
2.
3.
4.

FIG. 10B-1

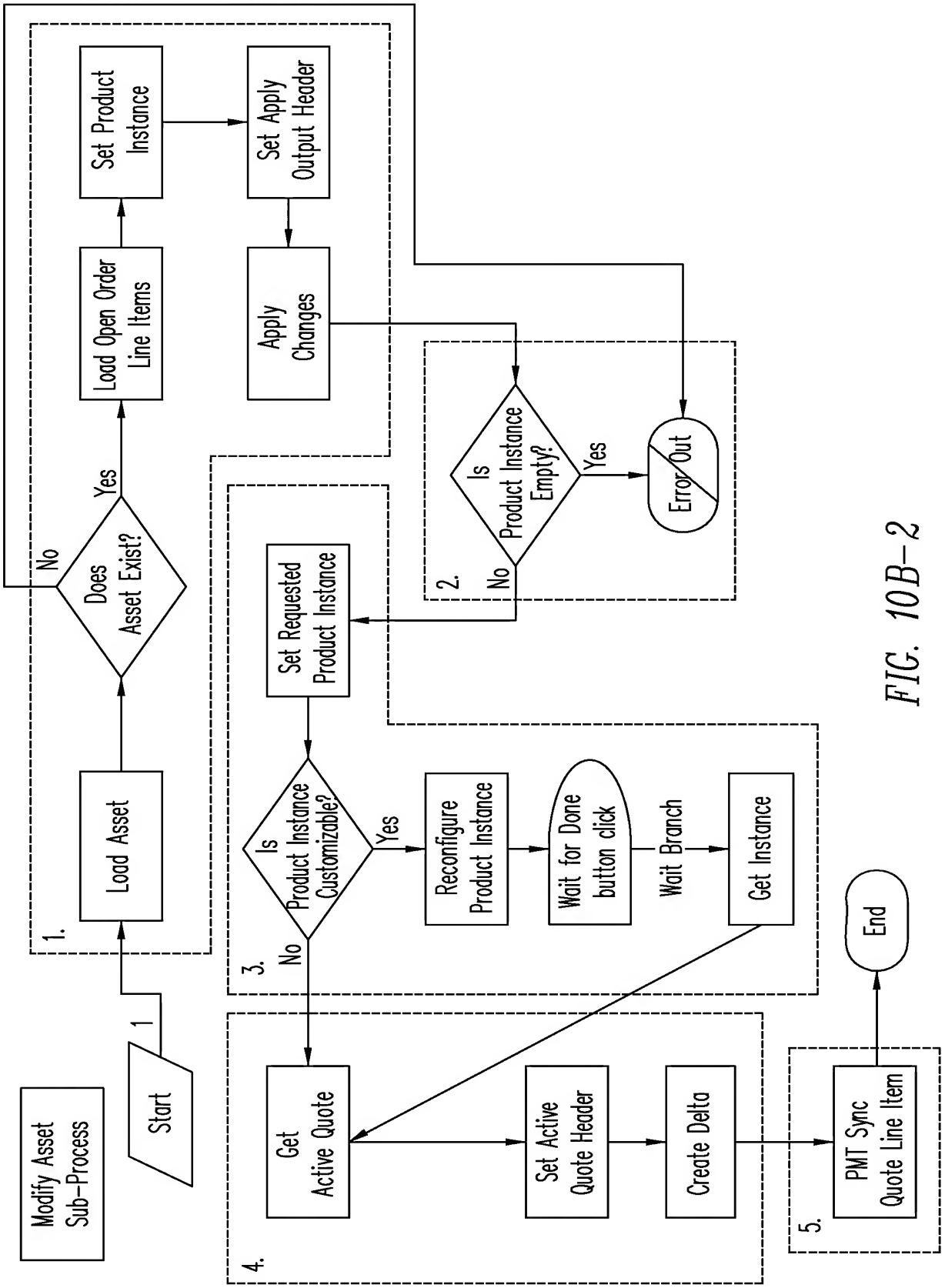

Modify Asset Sub-Process
Start
1
Load Asset
Does Asset Exist?
No
Yes
Load Open Order Line Items
Set Product Instance
Set Apply Output Header
Apply Changes
1.
Is Product Instance Empty?
Yes
No
Error Out
2.
Set Requested Product Instance
Is Product Instance Customizable?
Yes
No
Reconfigure Product Instance
Wait for Done button click
Wait Branch
Get Instance
3.
Get Active Quote
Set Active Quote Header
Create Delta
4.
PMT Sync Quote Line Item
5.
End

FIG. 10B-2

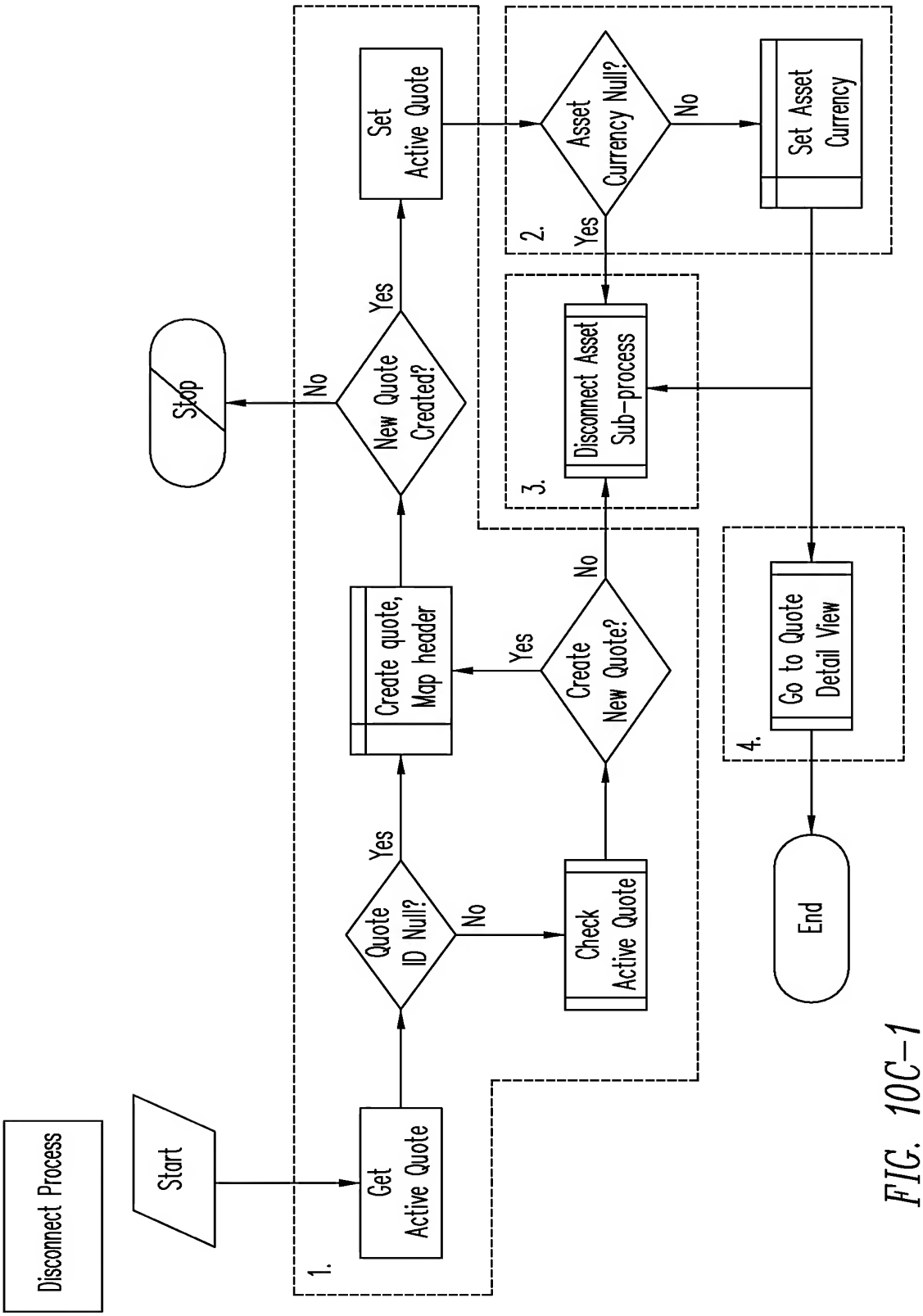

Disconnect Process
Start
Get Active Quote
Quote ID Null?
Yes
No
Create quote, Map header
Check Active Quote
Create New Quote?
Yes
No
New Quote Created?
Yes
No
Stop
Set Active Quote
Asset Currency Null?
Yes
No
Set Asset Currency
Disconnect Asset Sub-process
Go to Quote Detail View
End
1.
2.
3.
4.

FIG. 10C-1

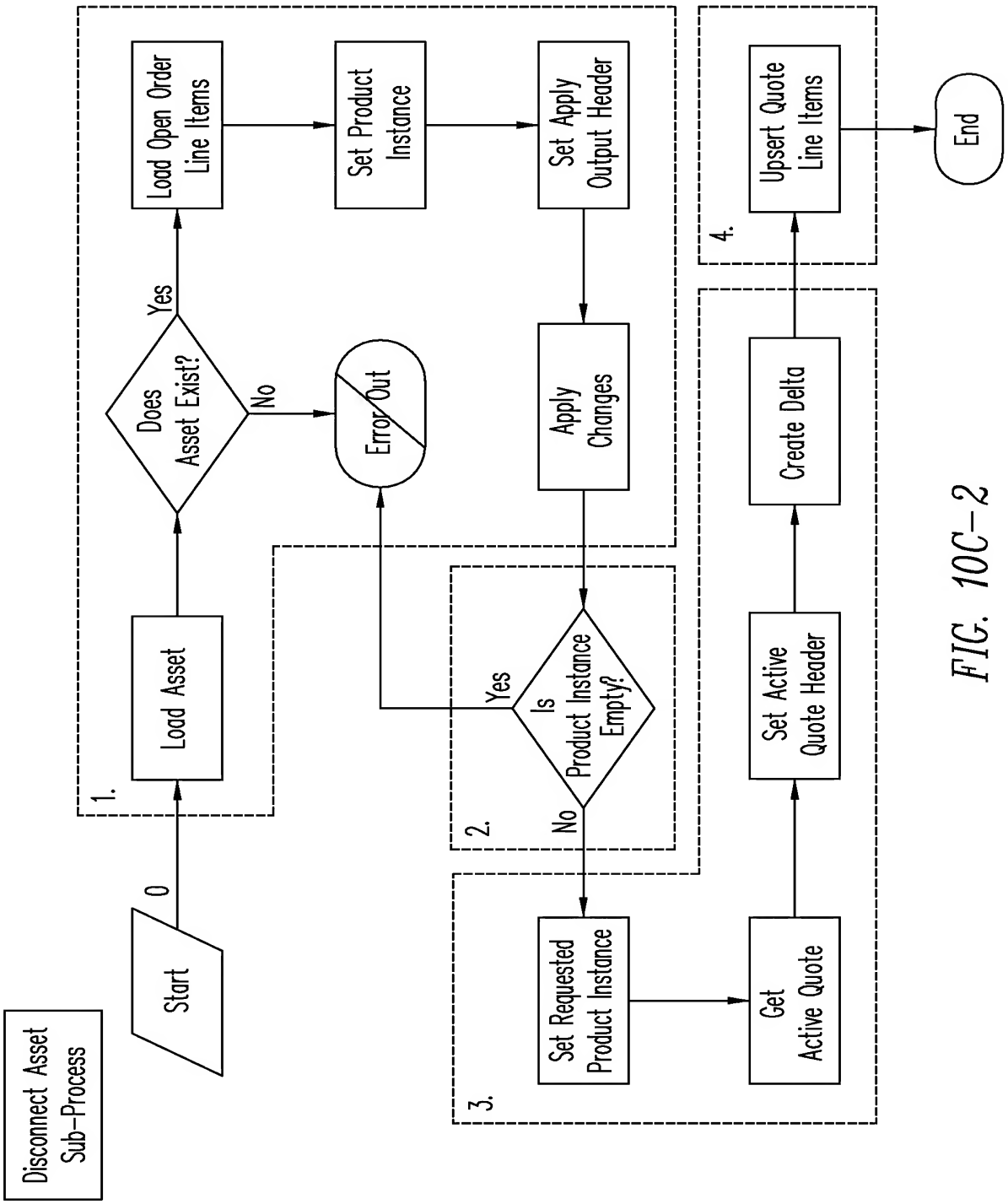

Disconnect Asset Sub-Process
Start
0
Load Asset
Does Asset Exist?
Yes
No
Error Out
Load Open Order Line Items
Set Product Instance
Set Apply Output Header
Apply Changes
Is Product Instance Empty?
Yes
No
Set Requested Product Instance
Get Active Quote
Set Active Quote Header
Create Delta
Upsert Quote Line Items
End
1.
2.
3.
4.

FIG. 10C-2

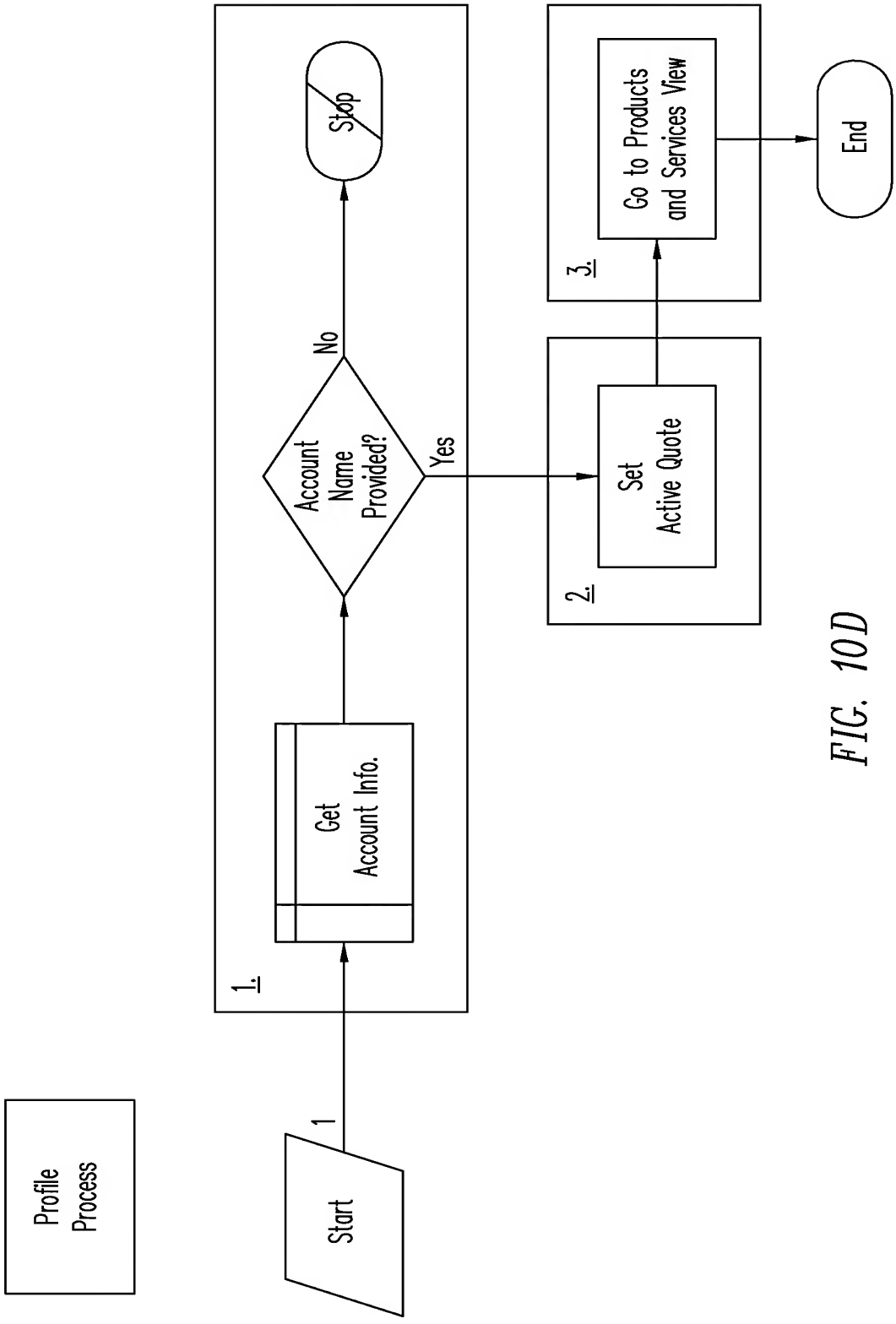

Profile Process
Start
1
1.
Get Account Info.
Account Name Provided?
No
Stop
Yes
2.
Set Active Quote
3.
Go to Products and Services View
End

FIG. 10D

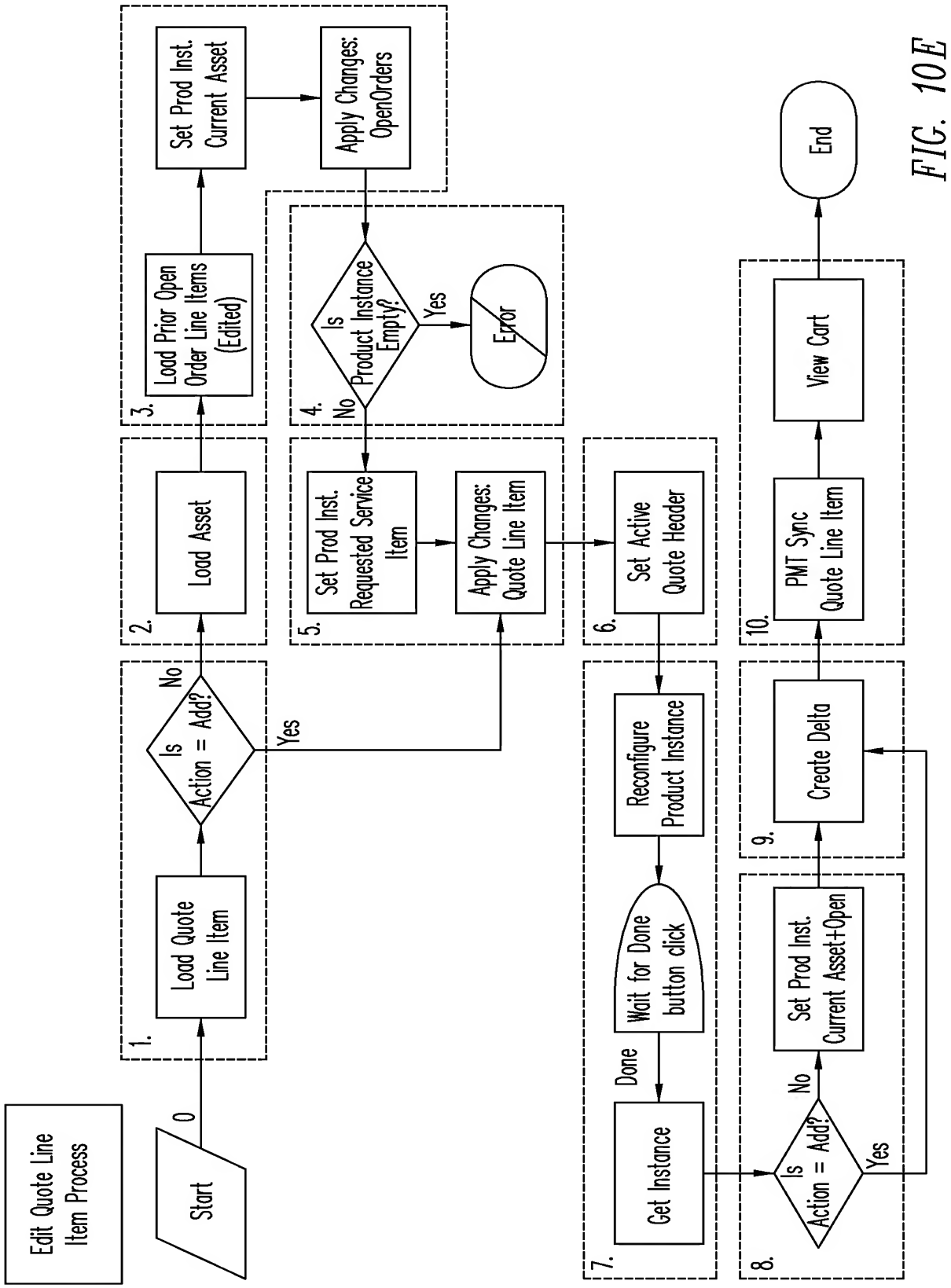

Edit Quote Line Item Process
Start
0
1.
Load Quote Line Item
Is Action = Add?
No
Yes
2.
Load Asset
3.
Load Prior Open Order Line Items (Edited)
Set Prod Inst. Current Asset
Apply Changes: OpenOrders
4.
Is Product Instance Empty?
No
Yes
Error
5.
Set Prod Inst. Requested Service Item
Apply Changes: Quote Line Item
6.
Set Active Quote Header
7.
Reconfigure Product Instance
Wait for Done button click
Done
Get Instance
8.
Is Action = Add?
No
Yes
Set Prod Inst. Current Asset+Open
9.
Create Delta
10.
PMT Sync Quote Line Item
View Cart
End

FIG. 10E

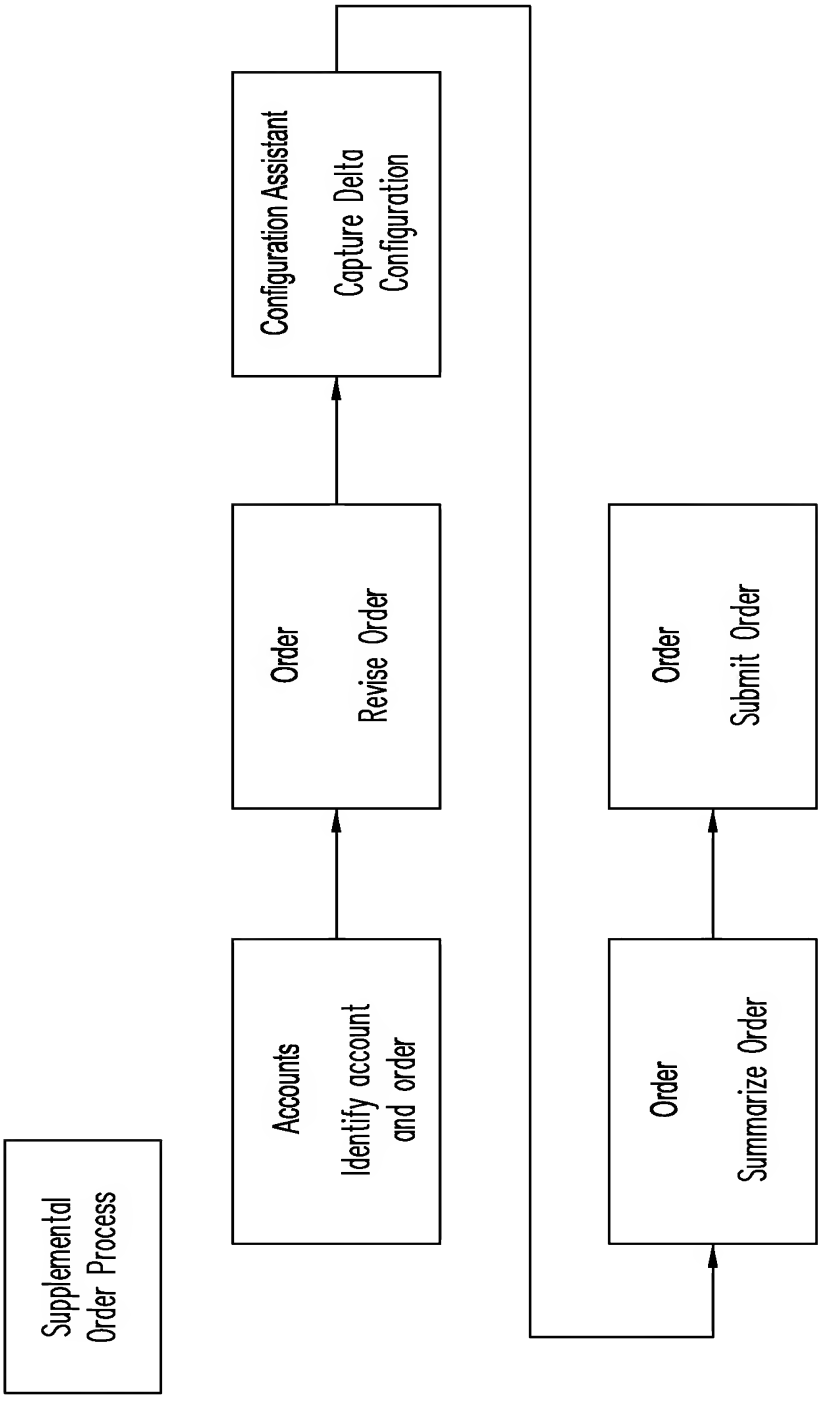

Supplemental Order Process
Accounts
Identify account and order
Order
Revise Order
Configuration Assistant
Capture Delta Configuration
Order
Summarize Order
Order
Submit Order

FIG. 10F

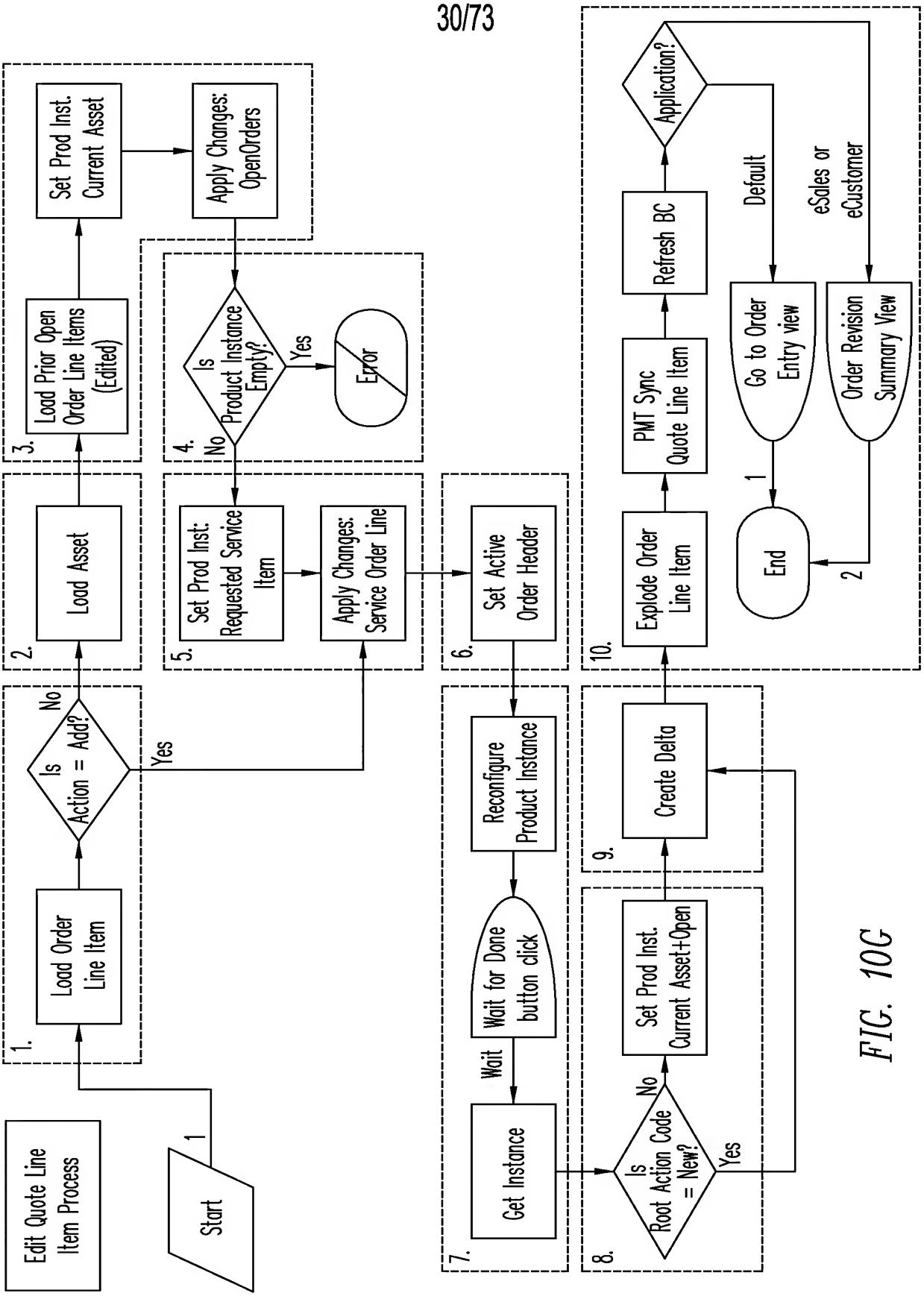

Edit Quote Line Item Process
Start
1
1.
Load Order Line Item
Is Action = Add?
No
Yes
2.
Load Asset
3.
Load Prior Open Order Line Items (Edited)
Set Prod Inst. Current Asset
Apply Changes: OpenOrders
4.
Is Product Instance Empty?
No
Yes
Error
5.
Set Prod Inst: Requested Service Item
Apply Changes: Service Order Line
6.
Set Active Order Header
7.
Reconfigure Product Instance
Wait for Done button click
Wait
Get Instance
8.
Is Root Action Code = New?
No
Yes
Set Prod Inst. Current Asset+Open
9.
Create Delta
10.
Explode Order Line Item
PMT Sync Quote Line Item
Refresh BC
Application?
Default
eSales or eCustomer
Go to Order Entry view
Order Revision Summary View
1
2
End

FIG. 10G

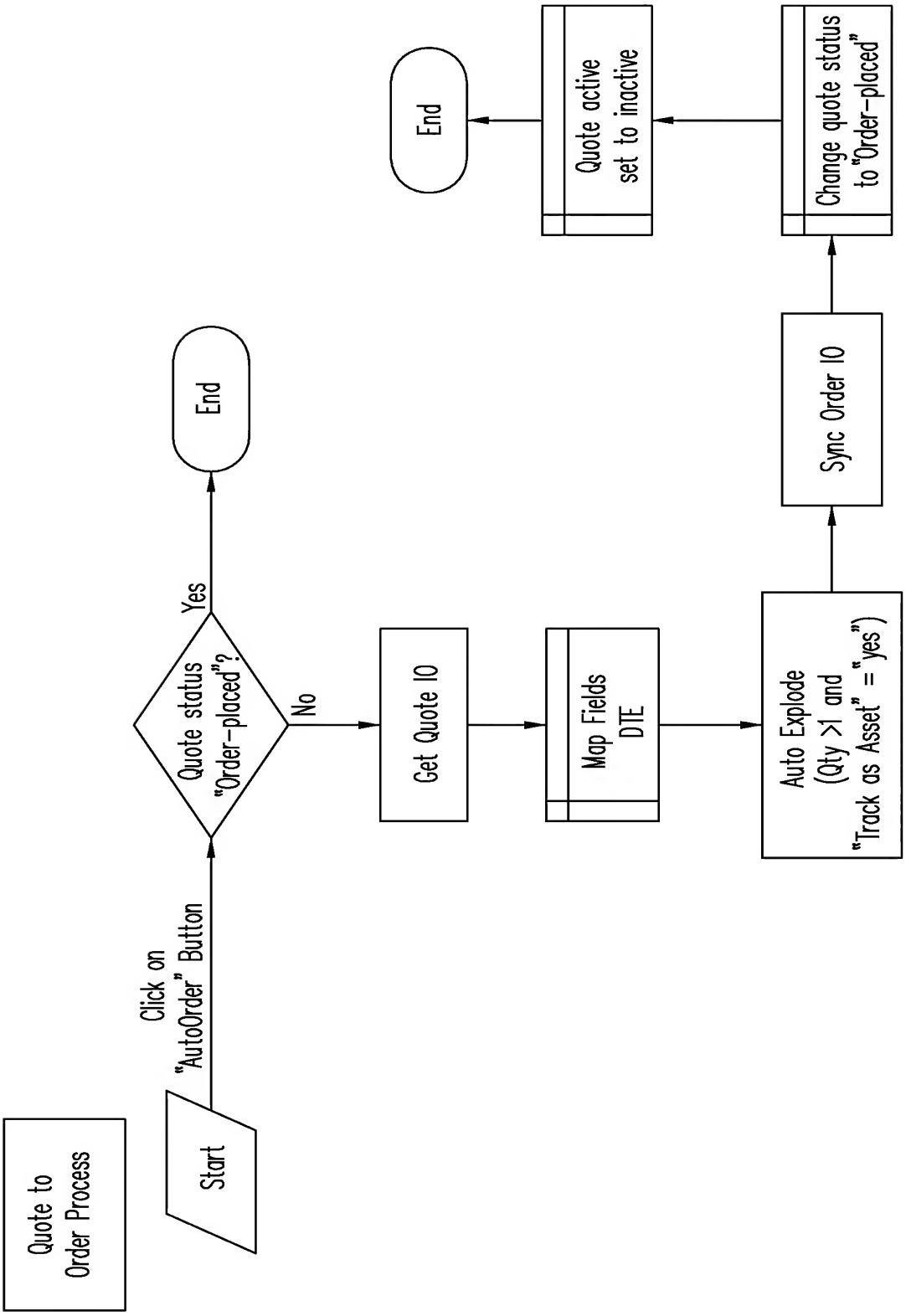

Quote to Order Process
Start
Click on "AutoOrder" Button
Quote status "Order-placed"?
Yes
No
End
Get Quote IO
Map Fields DTE
Auto Explode (Qty >1 and "Track as Asset" = "yes")
Sync Order IO
Change quote status to "Order-placed"
Quote active set to inactive
End

FIG. 10H-1

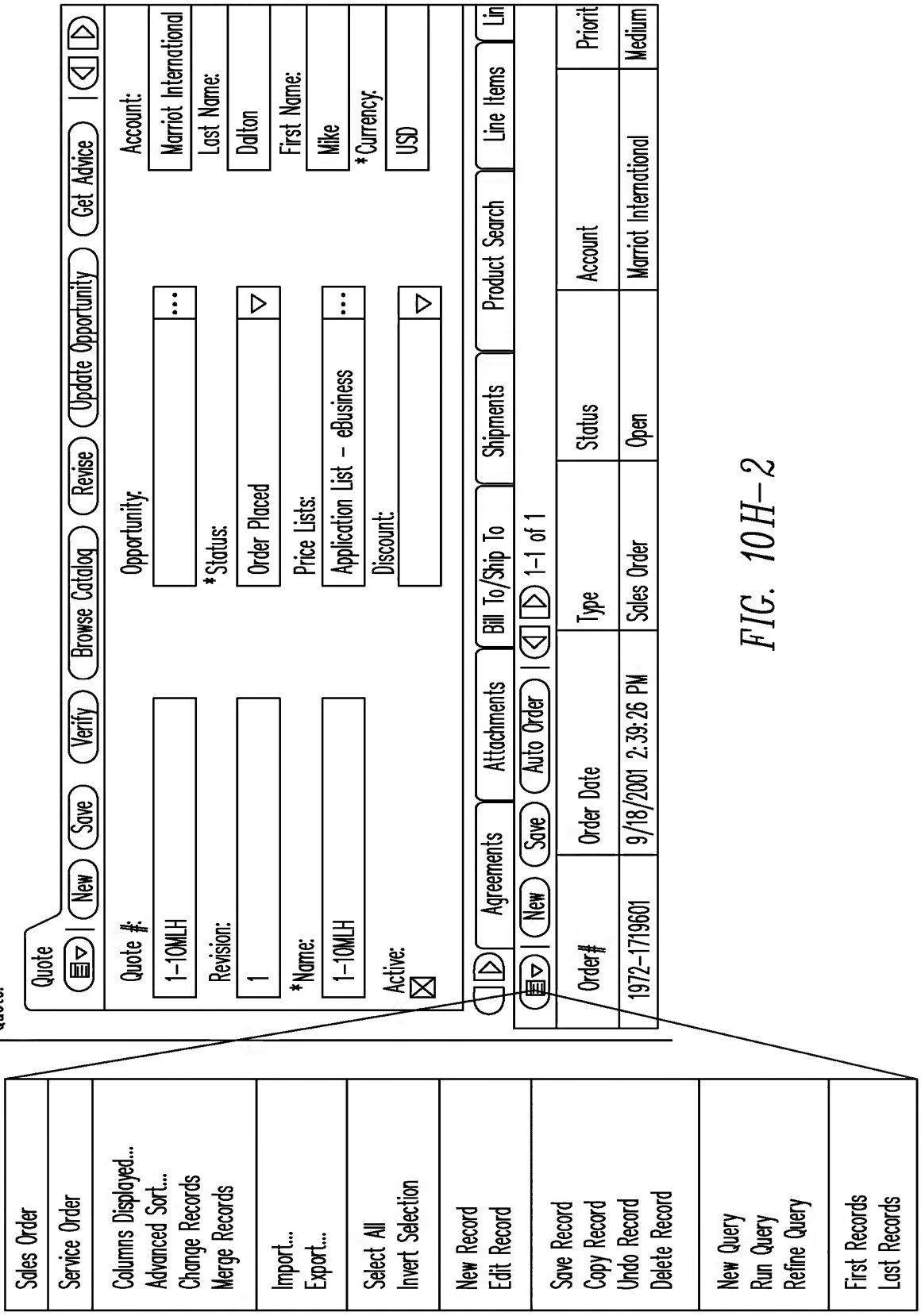

Quote:
Quote
New
Save
Verify
Browse Catalog
Revise
Update Opportunity
Get Advice
Quote #:
1-10MLH
Revision:
1
*Name:
1-10MLH
Active:
Opportunity:
*Status:
Order Placed
Price Lists:
Application List - eBusiness
Discount:
Account:
Marriot International
Last Name:
Dalton
First Name:
Mike
*Currency:
USD
Agreements
Attachments
Bill To/Ship To
Shipments
Product Search
Line Items
Lin
New
Save
Auto Order
1-1 of 1
Order#
Order Date
Type
Status
Account
Priorit
1972-1719601
9/18/2001 2:39:26 PM
Sales Order
Open
Marriot International
Medium
Sales Order
Service Order
Columns Displayed...
Advanced Sort...
Change Records
Merge Records
Import...
Export...
Select All
Invert Selection
New Record
Edit Record
Save Record
Copy Record
Undo Record
Delete Record
New Query
Run Query
Refine Query
First Records
Last Records

FIG. 10H-2

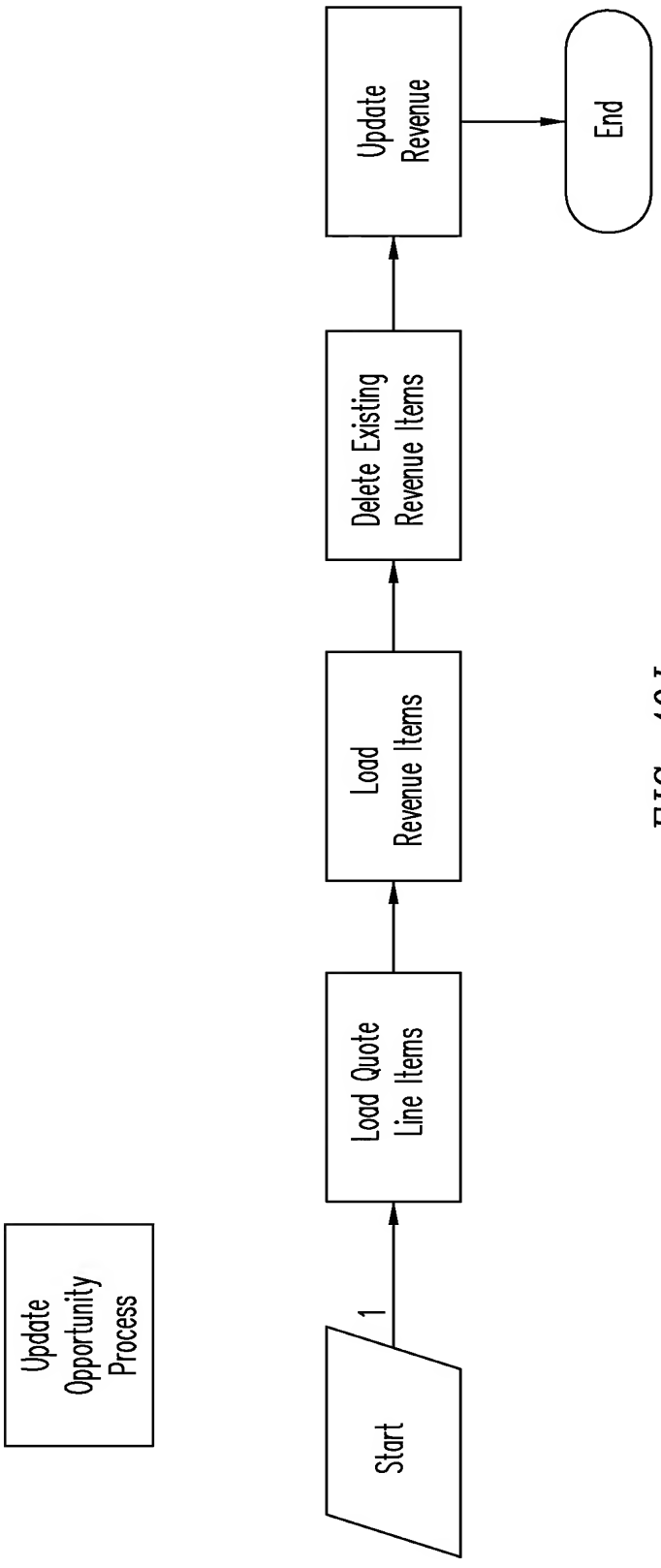

Update Opportunity Process
Start
1
Load Quote Line Items
Load Revenue Items
Delete Existing Revenue Items
Update Revenue
End

FIG. 10I

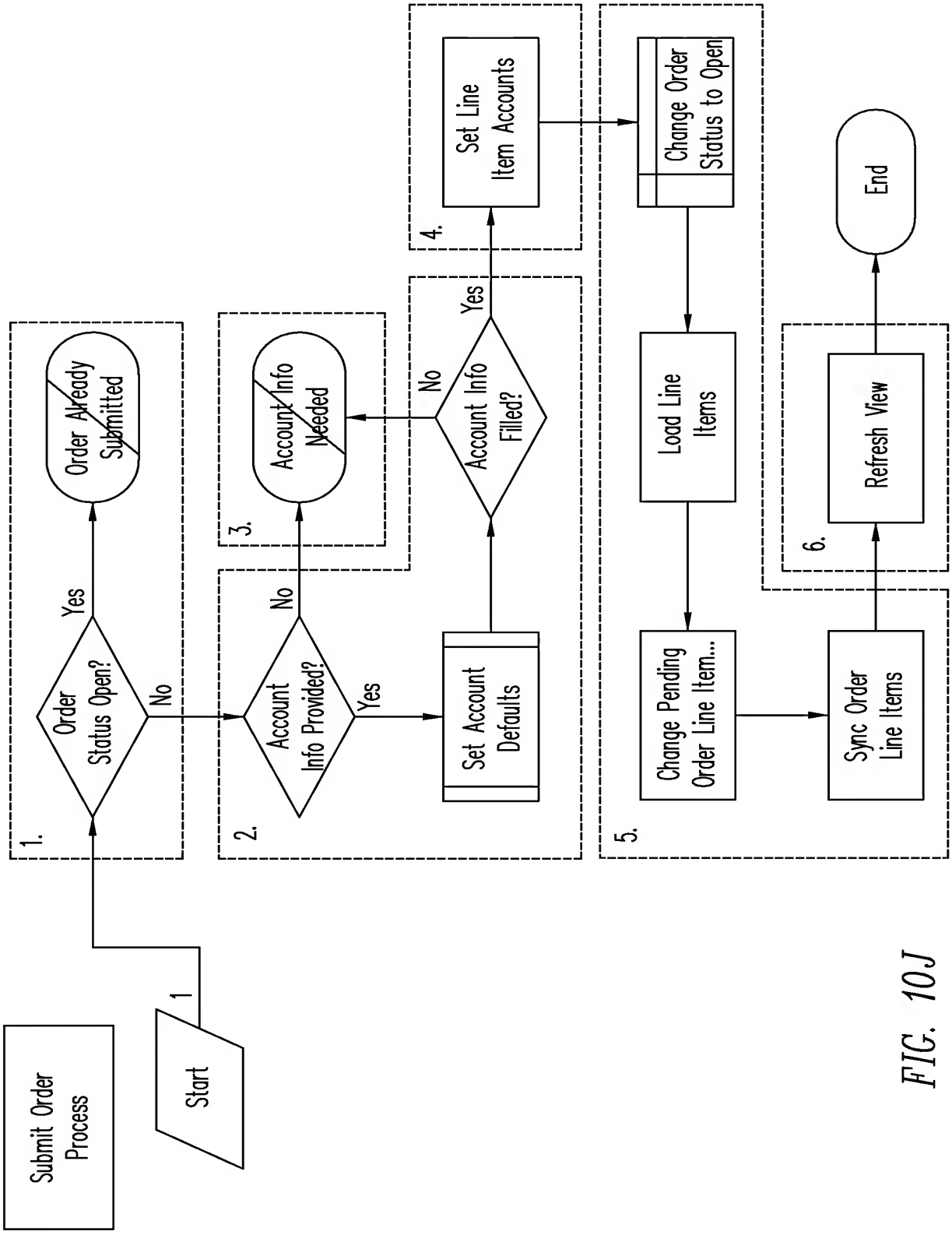

Submit Order Process
Start
1
1.
Order Already Submitted
Order Status Open?
Yes
No
2.
Account Info Provided?
No
Yes
3.
Account Info Needed
4.
Set Account Defaults
Account Info Filled?
No
Yes
Set Line Item Accounts
5.
Change Order Status to Open
Load Line Items
Change Pending Order Line Item...
Sync Order Line Items
6.
Refresh View
End

FIG. 10J

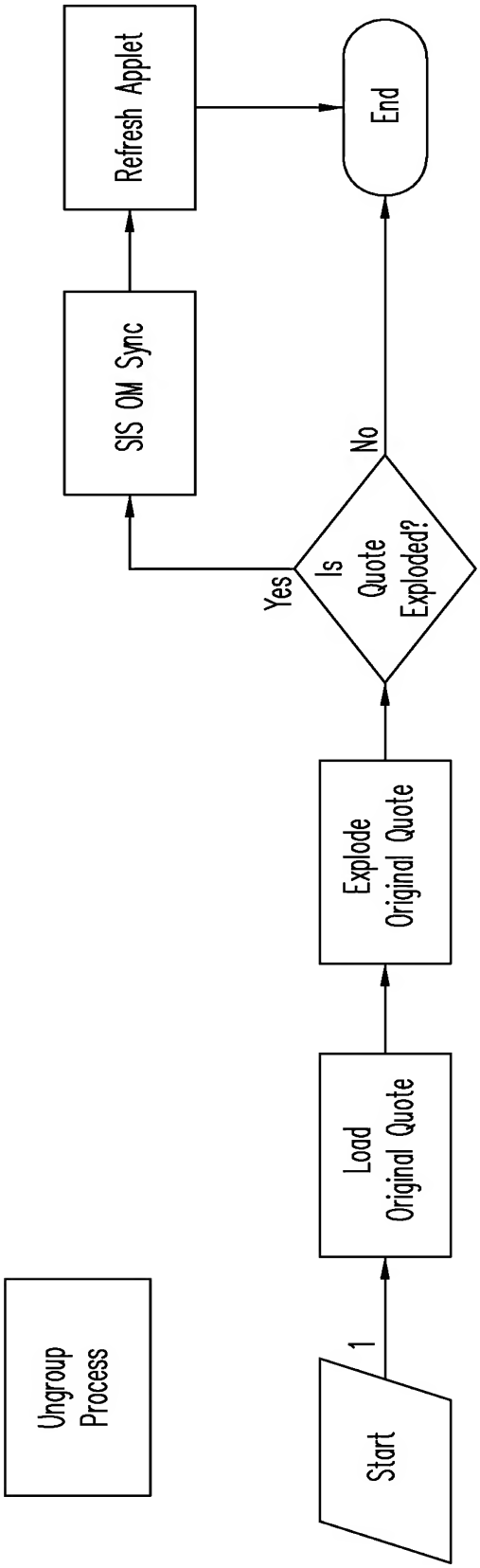

Ungroup Process
Start
1
Load Original Quote
Explode Original Quote
Is Quote Exploded?
No
Yes
SIS OM Sync
Refresh Applet
End

FIG. 10K

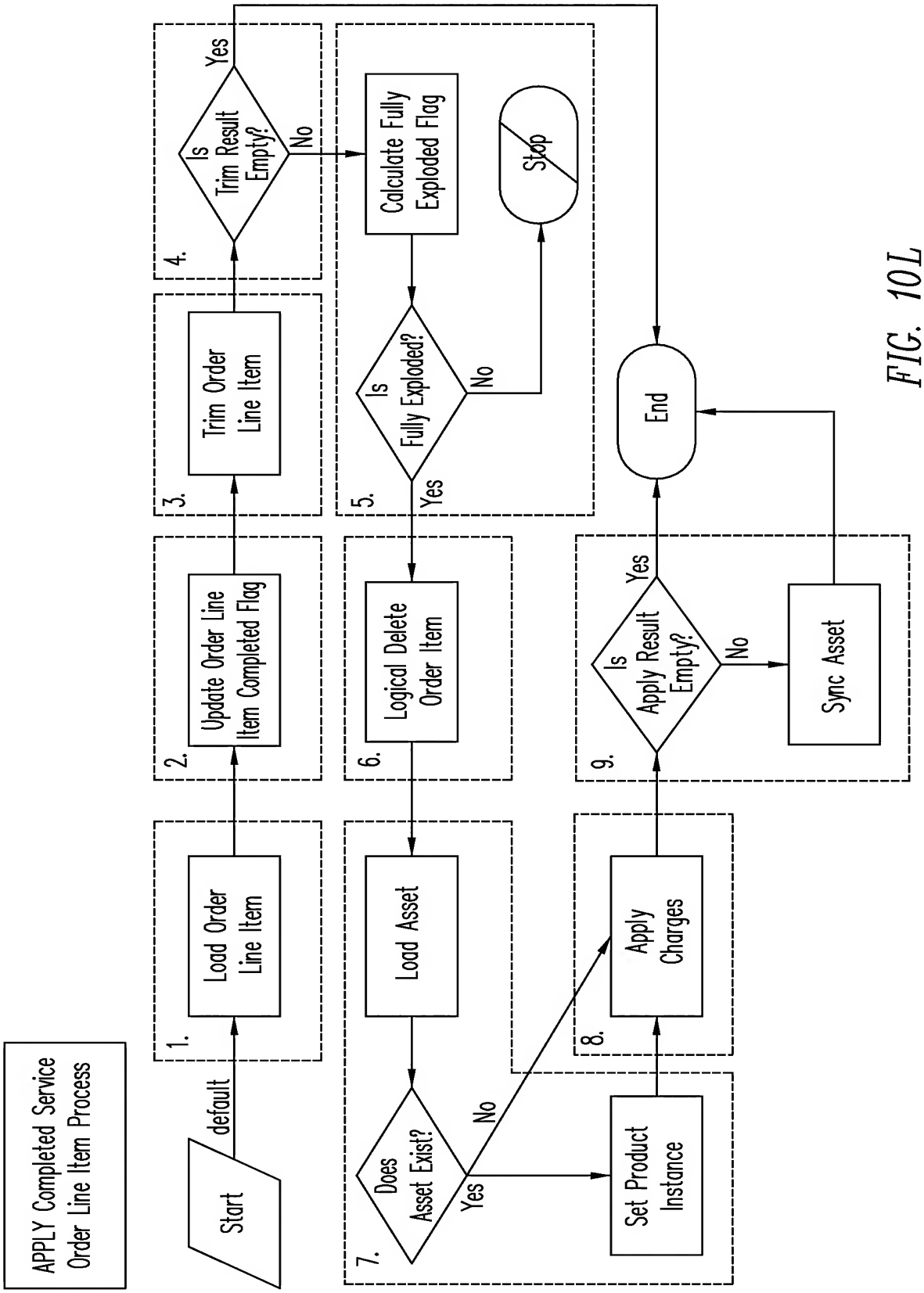

APPLY Completed Service Order Line Item Process
Start
default
1.
Load Order Line Item
2.
Update Order Line Item Completed Flag
3.
Trim Order Line Item
4.
Is Trim Result Empty?
Yes
No
5.
Calculate Fully Exploded Flag
Is Fully Exploded?
No
Yes
Stop
6.
Logical Delete Order Item
7.
Load Asset
Does Asset Exist?
Yes
No
Set Product Instance
8.
Apply Charges
9.
Is Apply Result Empty?
Yes
No
Sync Asset
End

FIG. 10L

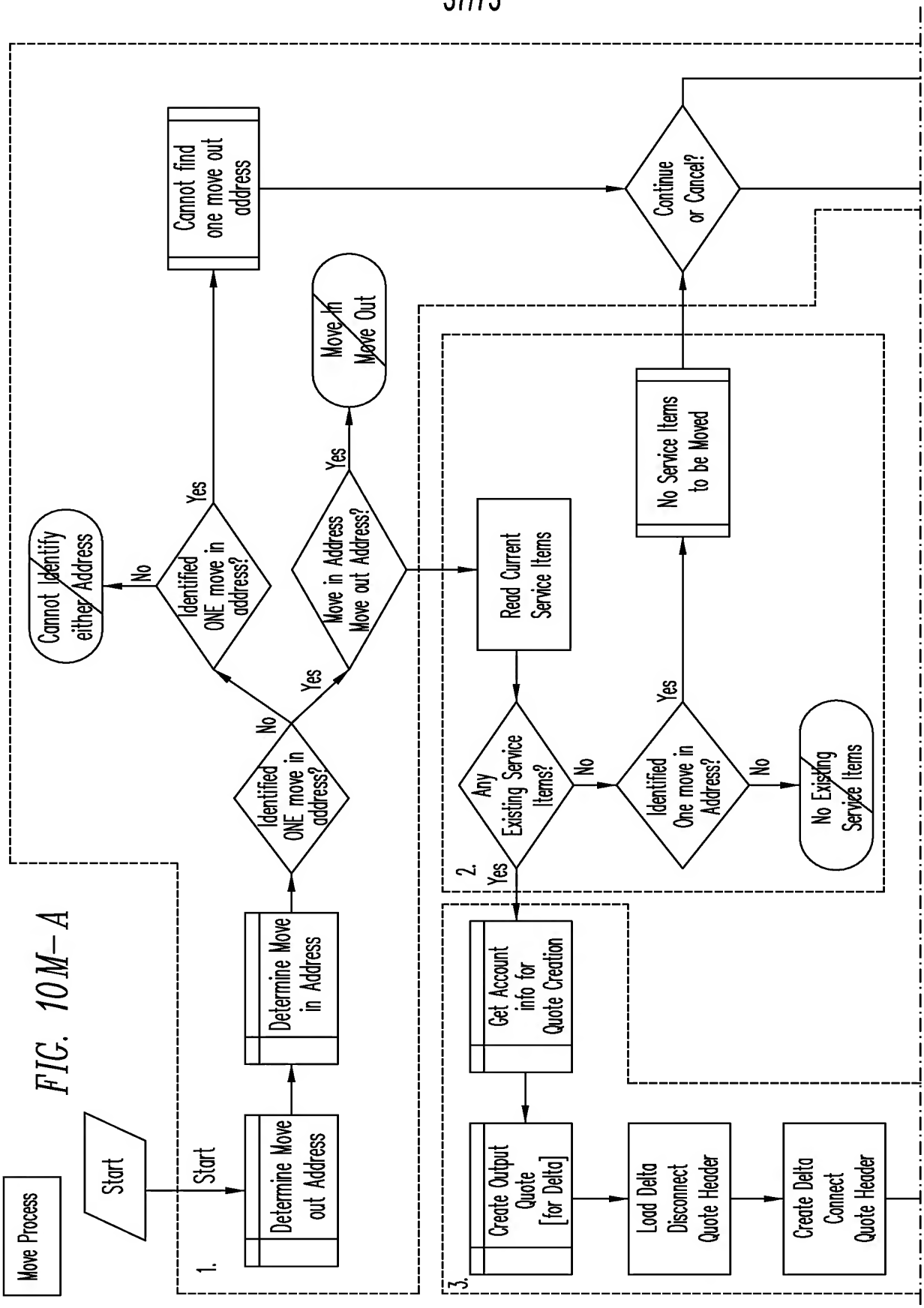

Move Process
Start
Start
1.
Determine Move out Address
Determine Move in Address
Identified ONE move in address?
No
Yes
Cannot Identify either Address
Identified ONE move in address?
No
Yes
Cannot find one move out address
Move In Move Out
Move in Address Move out Address?
Yes
2.
Read Current Service Items
Any Existing Service Items?
Yes
No
Identified One move in Address?
Yes
No
No Service Items to be Moved
No Existing Service Items
Continue or Cancel?
3.
Get Account info for Quote Creation
Create Output Quote [for Delta]
Load Delta Disconnect Quote Header
Create Delta Connect Quote Header

FIG. 10M-A

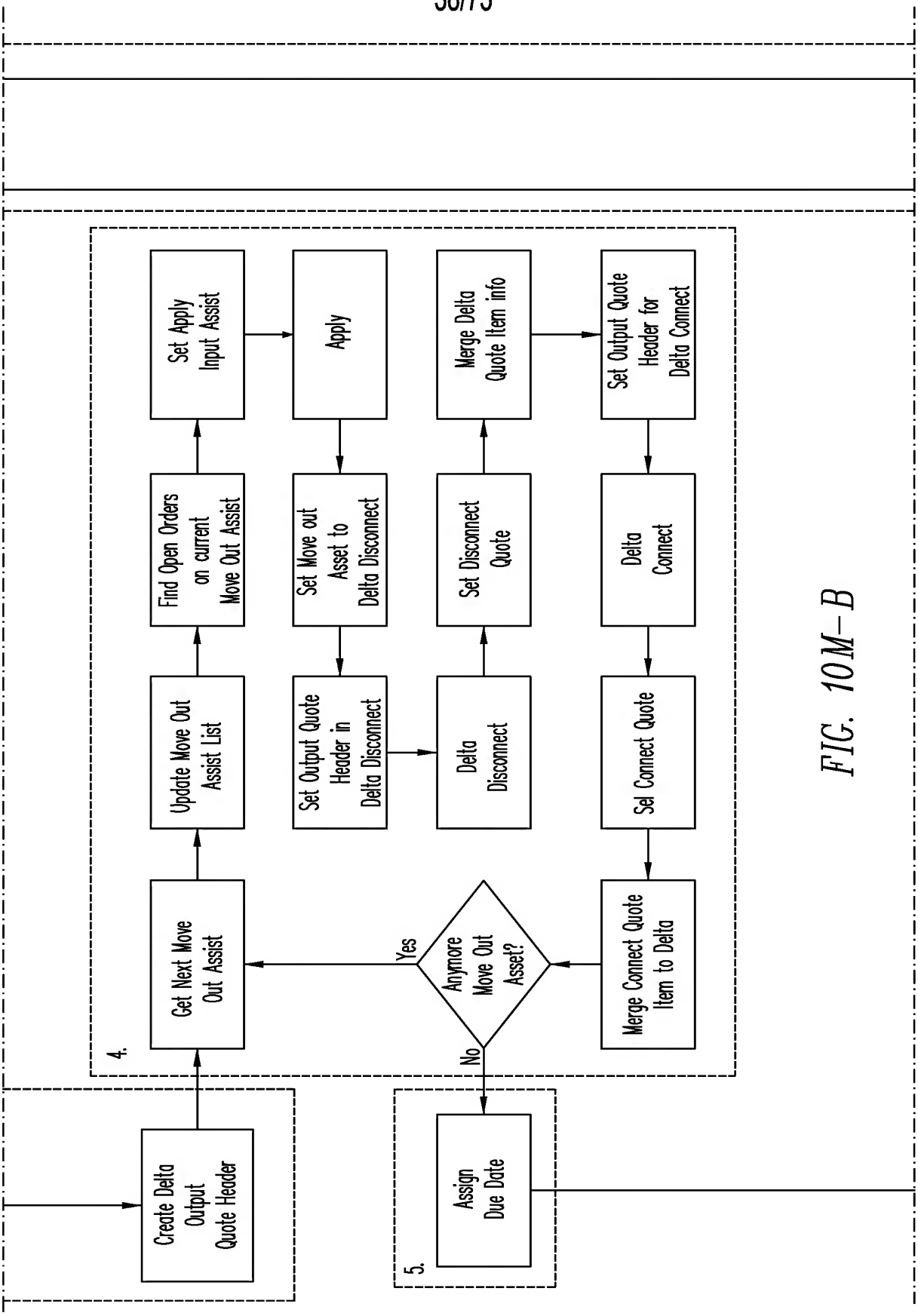

Create Delta Output Quote Header
4.
Get Next Move Out Assist
Update Move Out Assist List
Find Open Orders on current Move Out Assist
Set Apply Input Assist
Yes
Anymore Move Out Asset?
No
Set Output Quote Header in Delta Disconnect
Set Move out Asset to Delta Disconnect
Apply
Delta Disconnect
Set Disconnect Quote
Merge Delta Quote Item info
Merge Connect Quote Item to Delta
Sel Connect Quote
Delta Connect
Set Output Quote Header for Delta Connect
5.
Assign Due Date

FIG. 10M-B

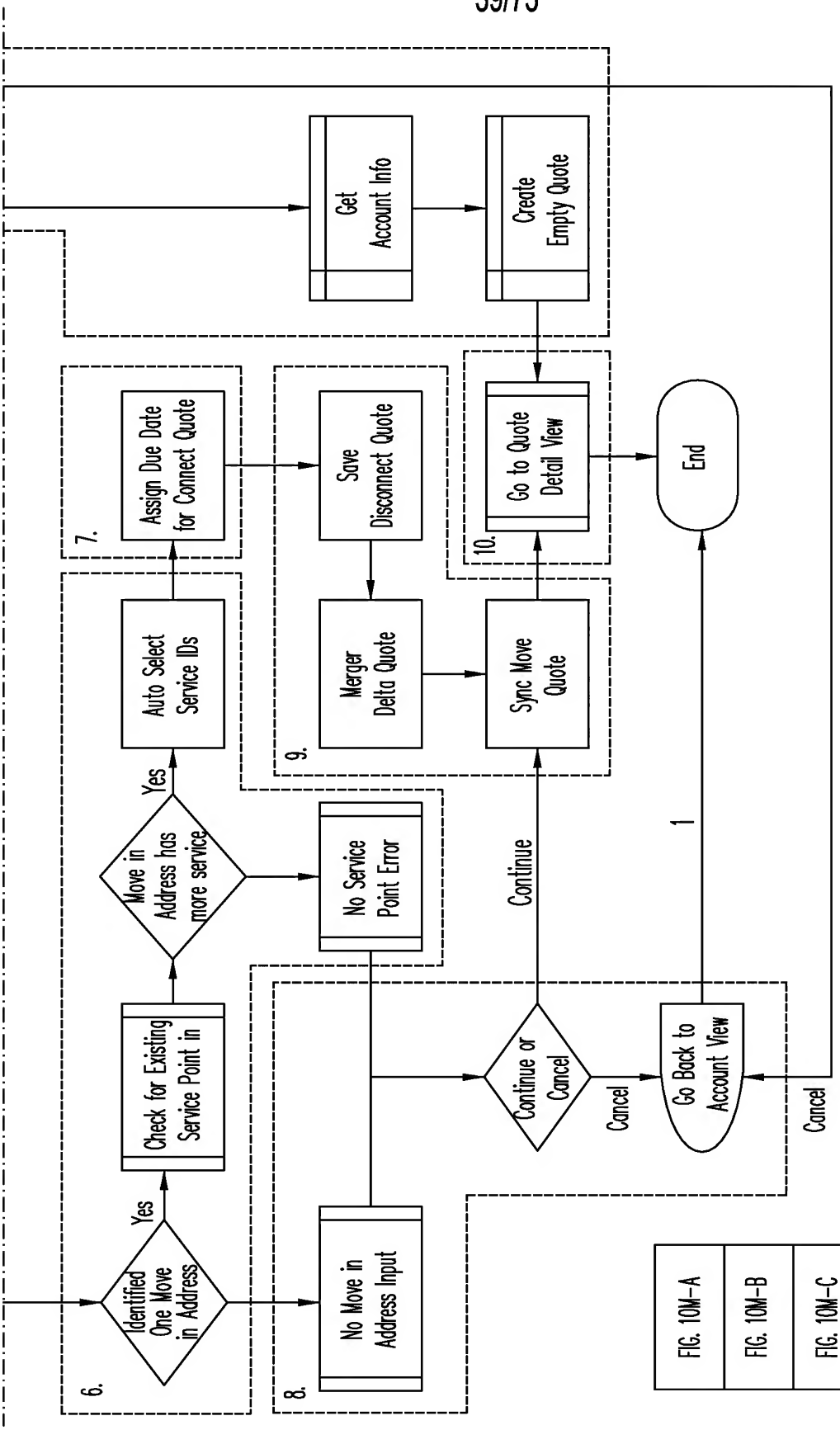


FIG. 10M

FIG. 10M-C

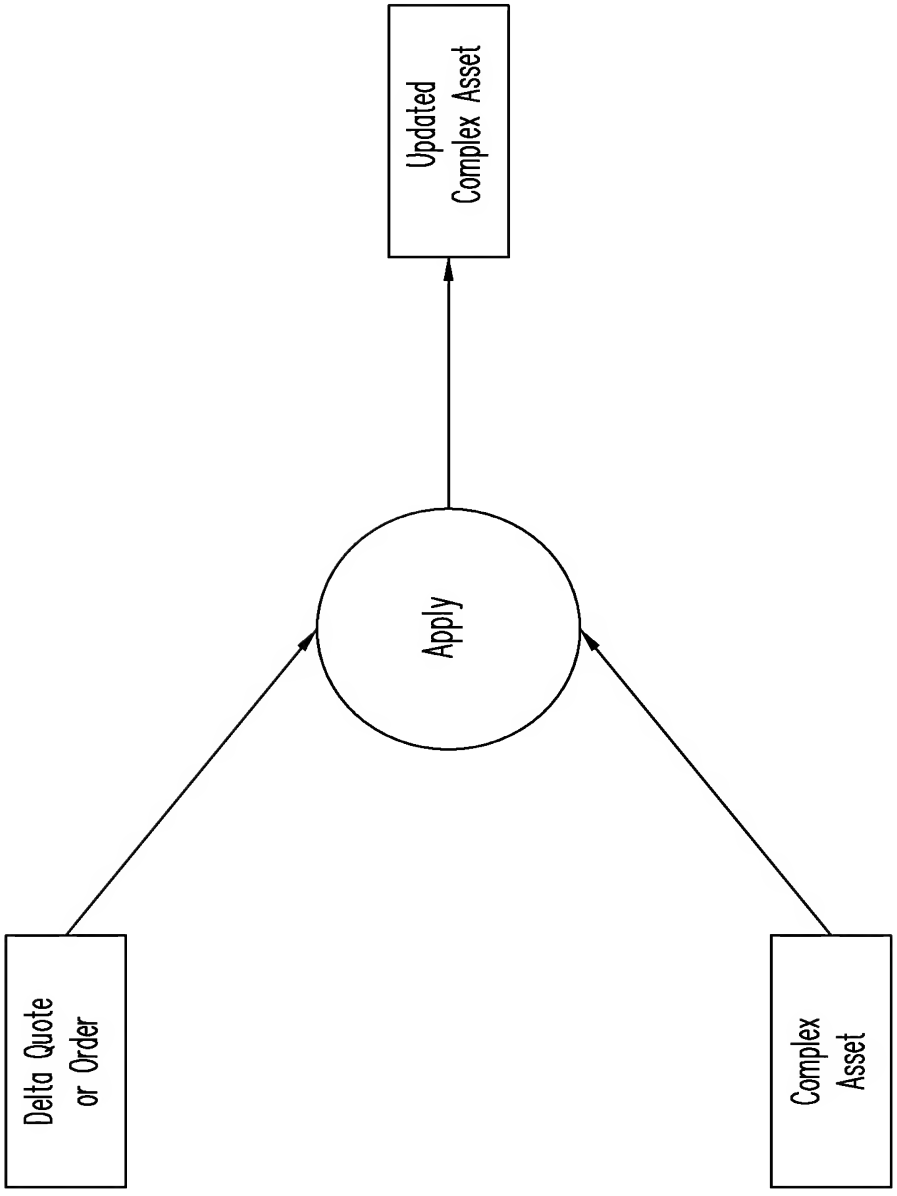

Updated Complex Asset
Apply
Delta Quote or Order
Complex Asset

FIG. 11A

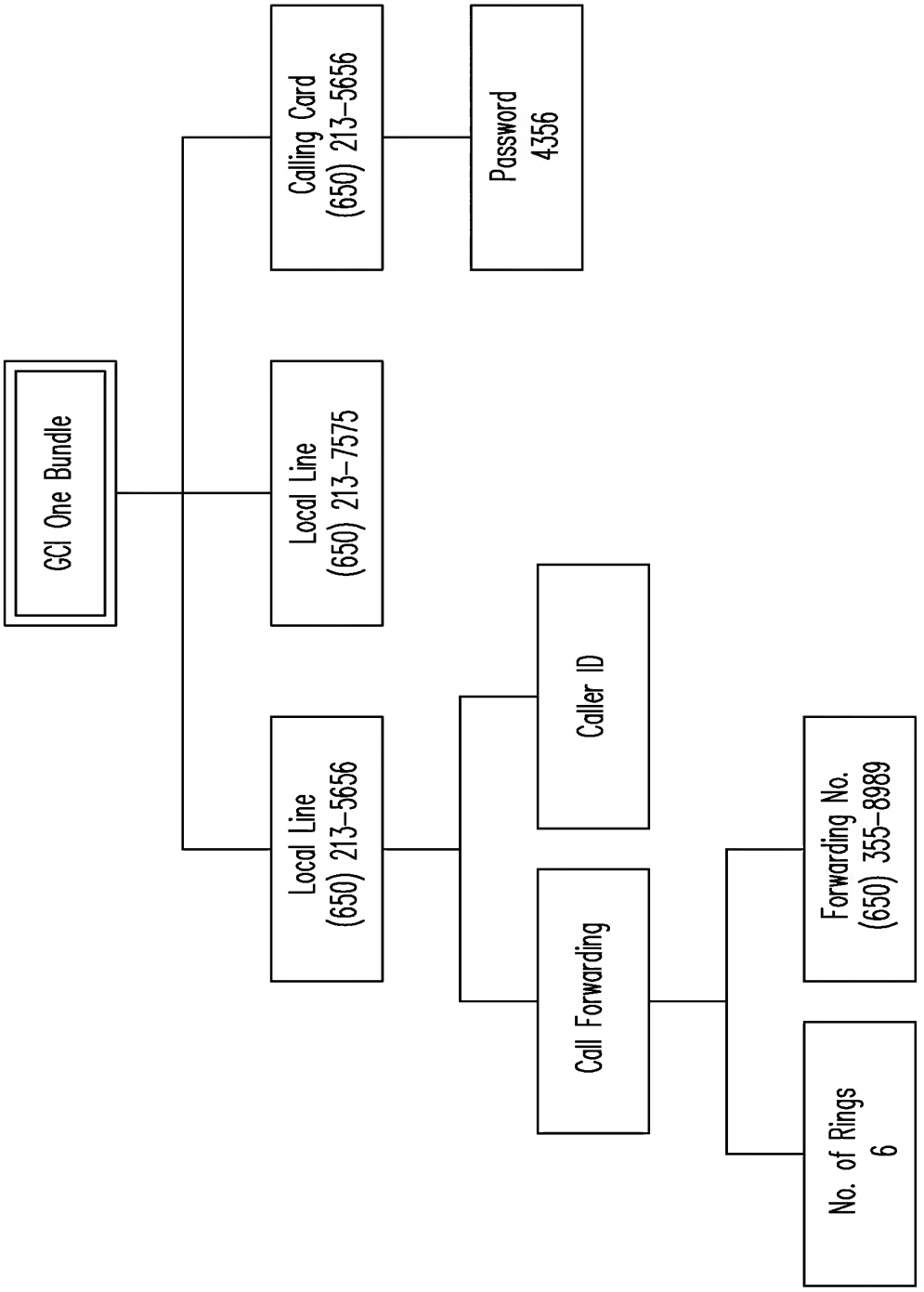

GCI One Bundle
Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-7575
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11B-1

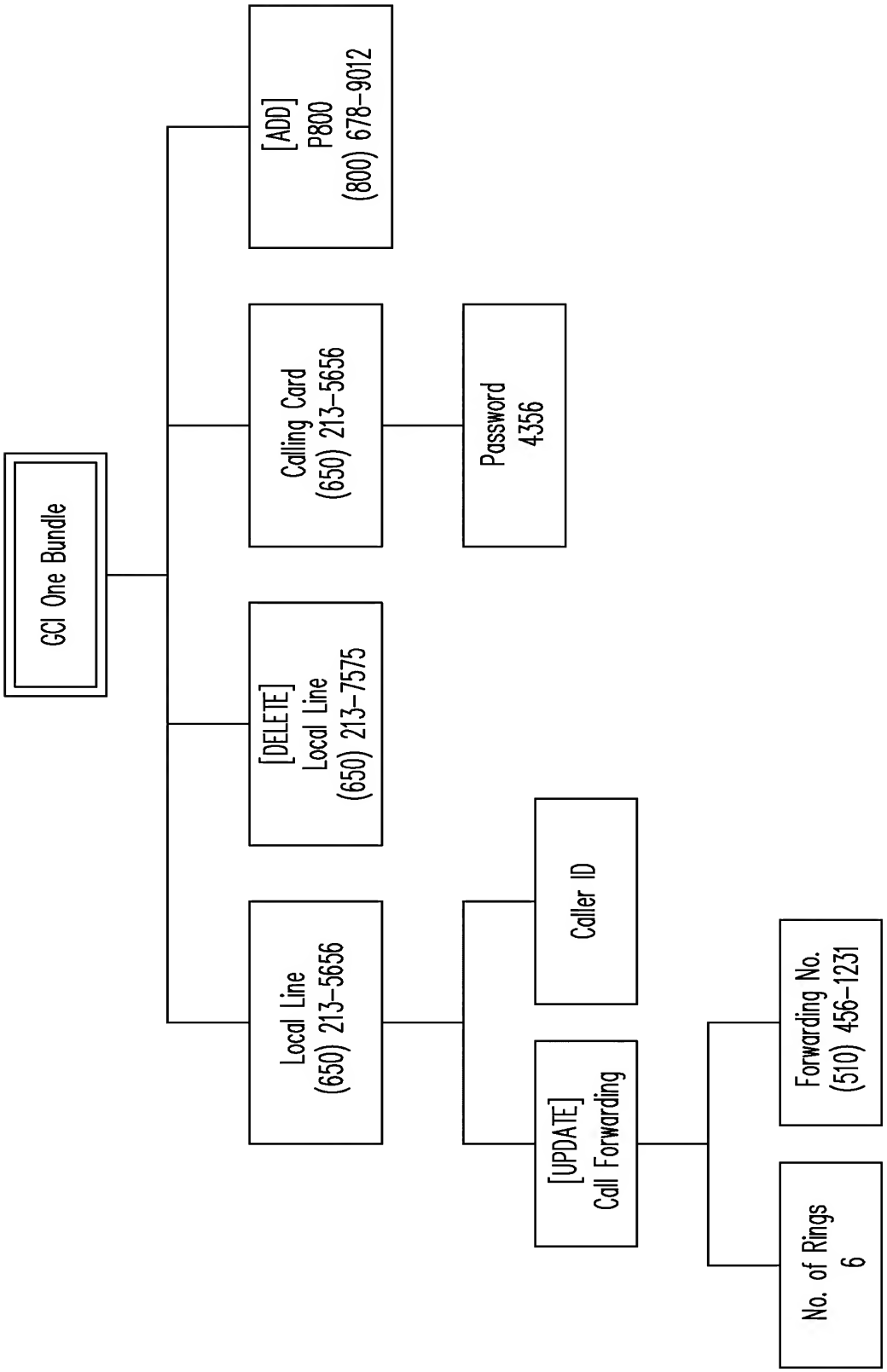

GCI One Bundle
[ADD]
P800
(800) 678-9012
Calling Card
(650) 213-5656
Password
4356
[DELETE]
Local Line
(650) 213-7575
Local Line
(650) 213-5656
Caller ID
[UPDATE]
Call Forwarding
Forwarding No.
(510) 456-1231
No. of Rings
6

FIG. 11B-2

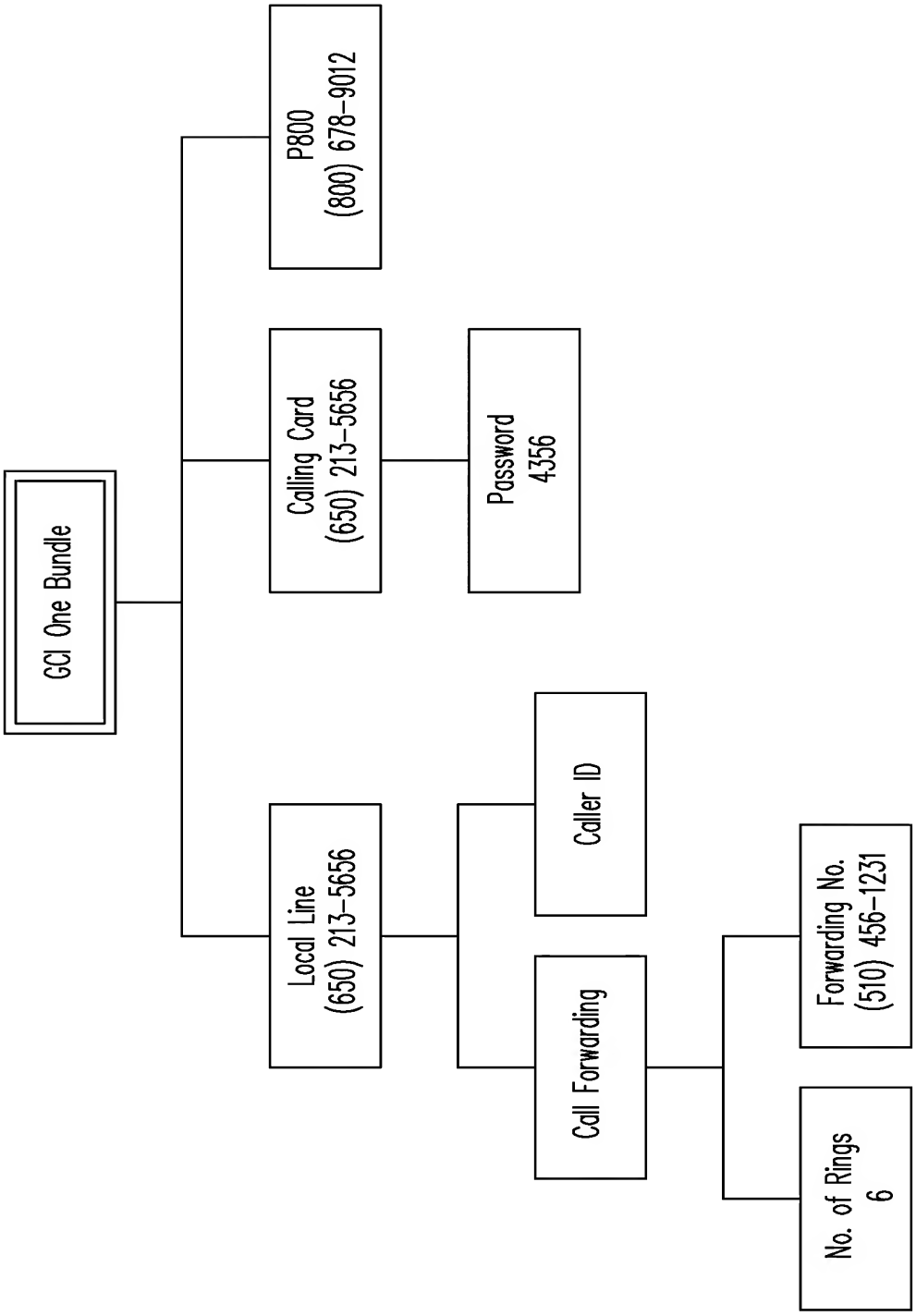

GCI One Bundle
P800
(800) 678-9012
Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Forwarding No.
(510) 456-1231
No. of Rings
6

FIG. 11B-3

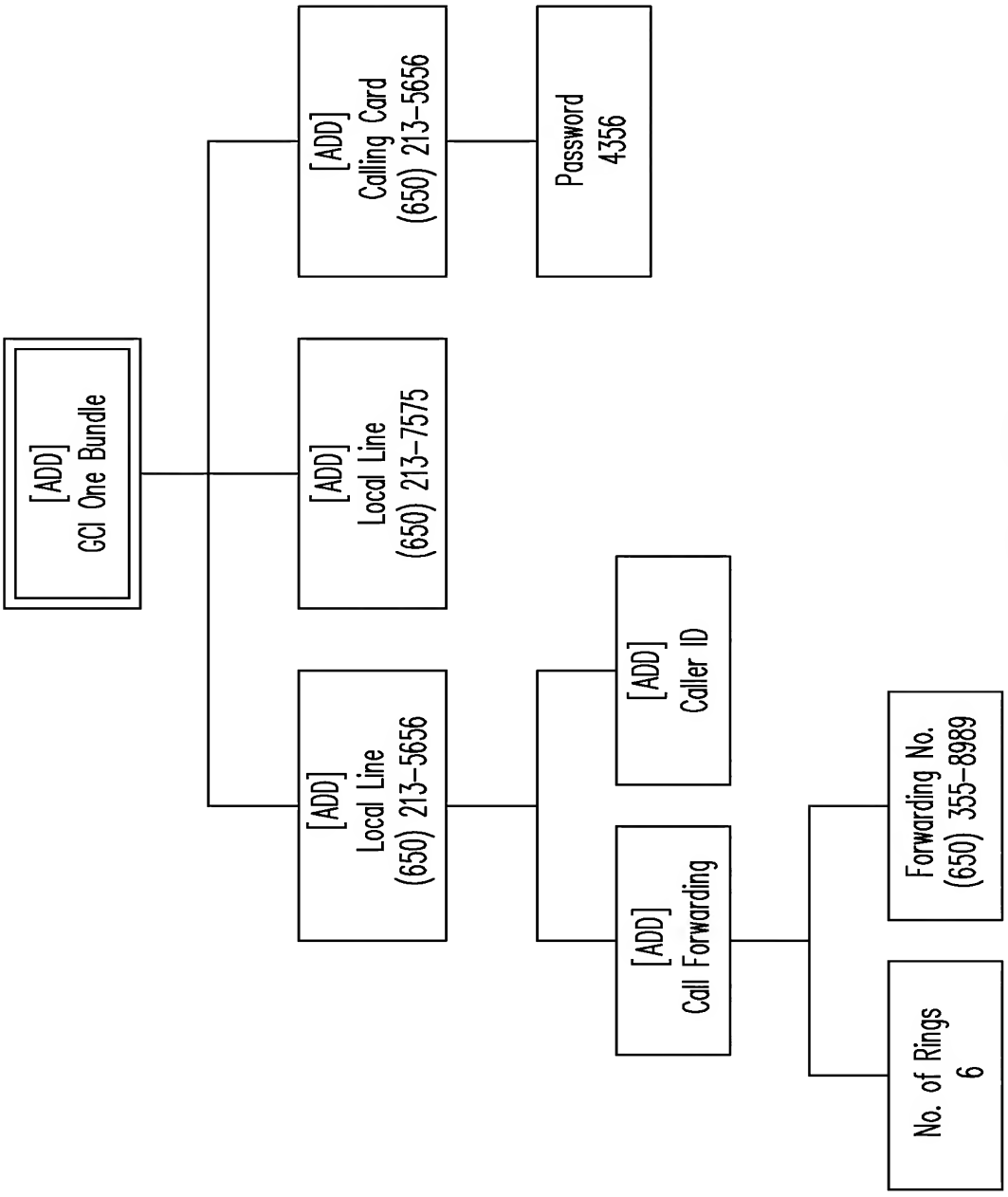

[ADD]
GCI One Bundle
[ADD]
Calling Card
(650) 213-5656
Password
4356
[ADD]
Local Line
(650) 213-7575
[ADD]
Local Line
(650) 213-5656
[ADD]
Caller ID
[ADD]
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11C-1

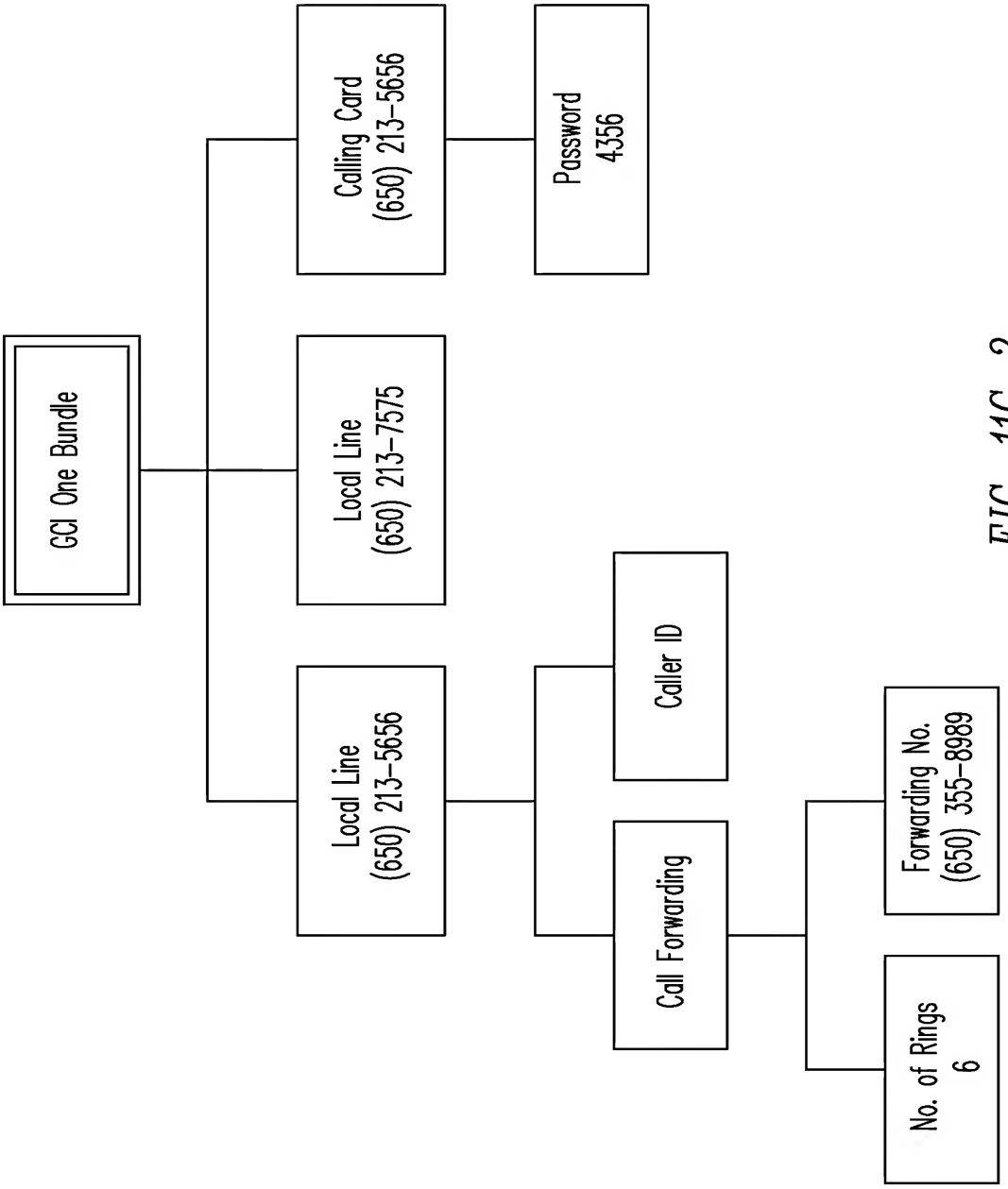

GCI One Bundle
Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-7575
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11C-2

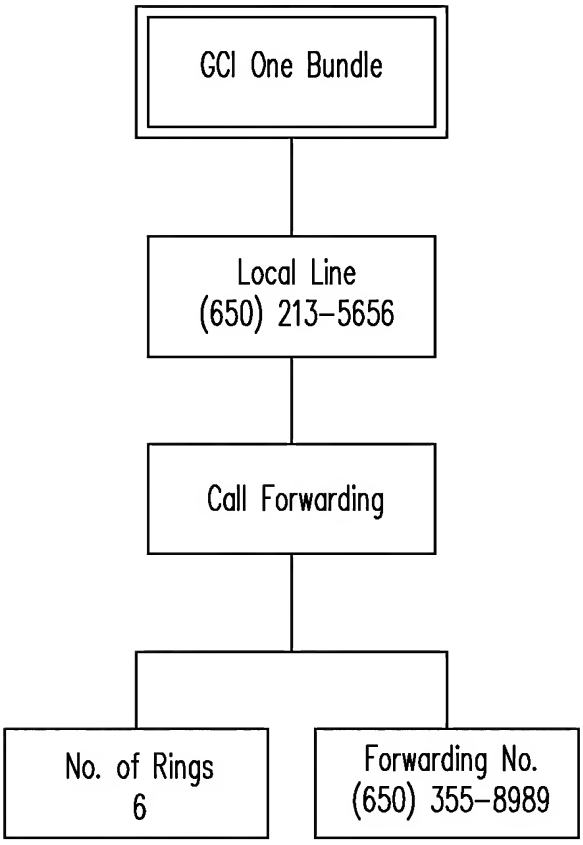

GCI One Bundle
Local Line
(650) 213-5656
Call Forwarding
No. of Rings
6
Forwarding No.
(650) 355-8989

FIG. 11D-1

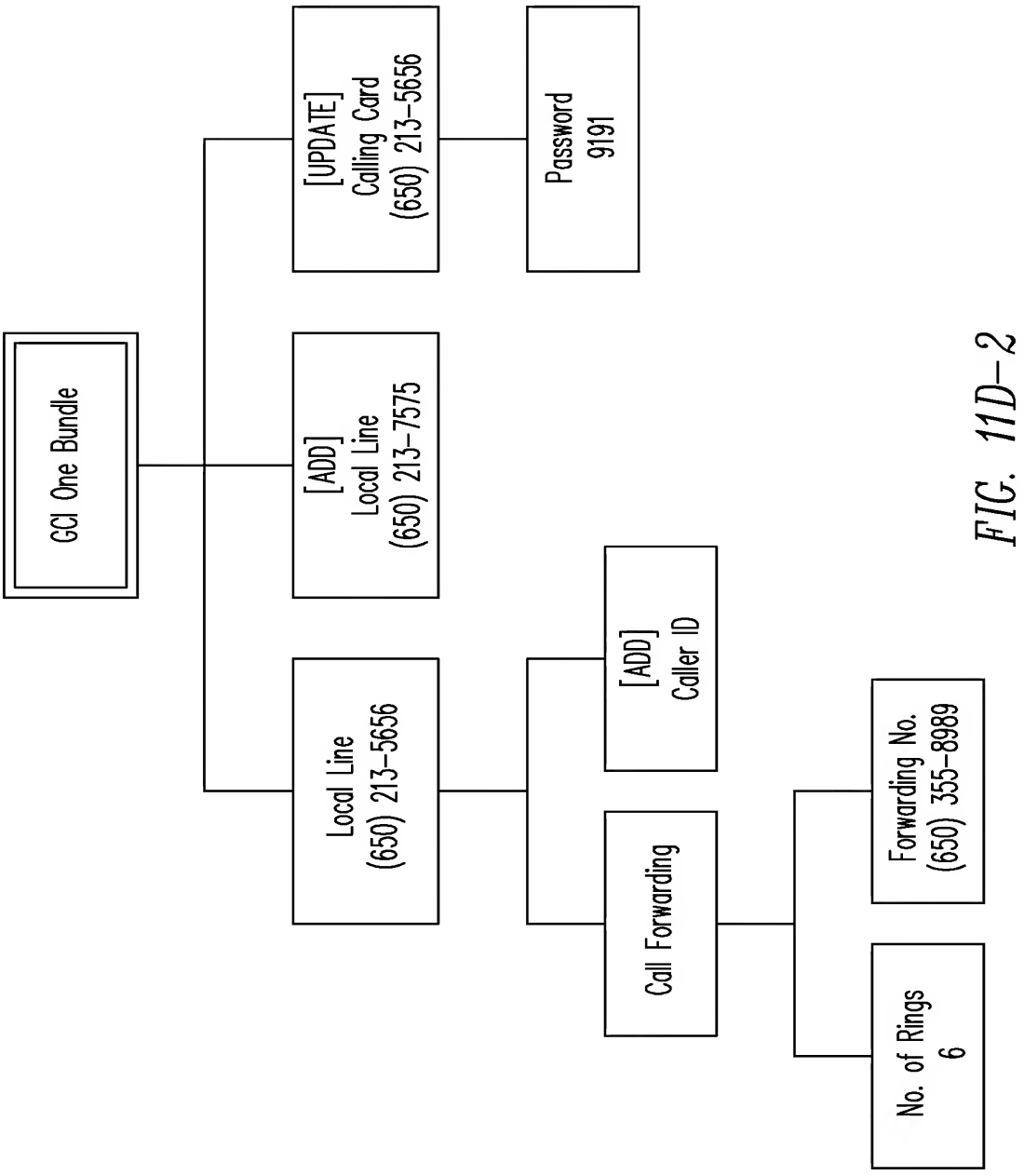

GCI One Bundle
[UPDATE]
Calling Card
(650) 213-5656
Password
9191
[ADD]
Local Line
(650) 213-7575
Local Line
(650) 213-5656
[ADD]
Caller ID
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11D-2

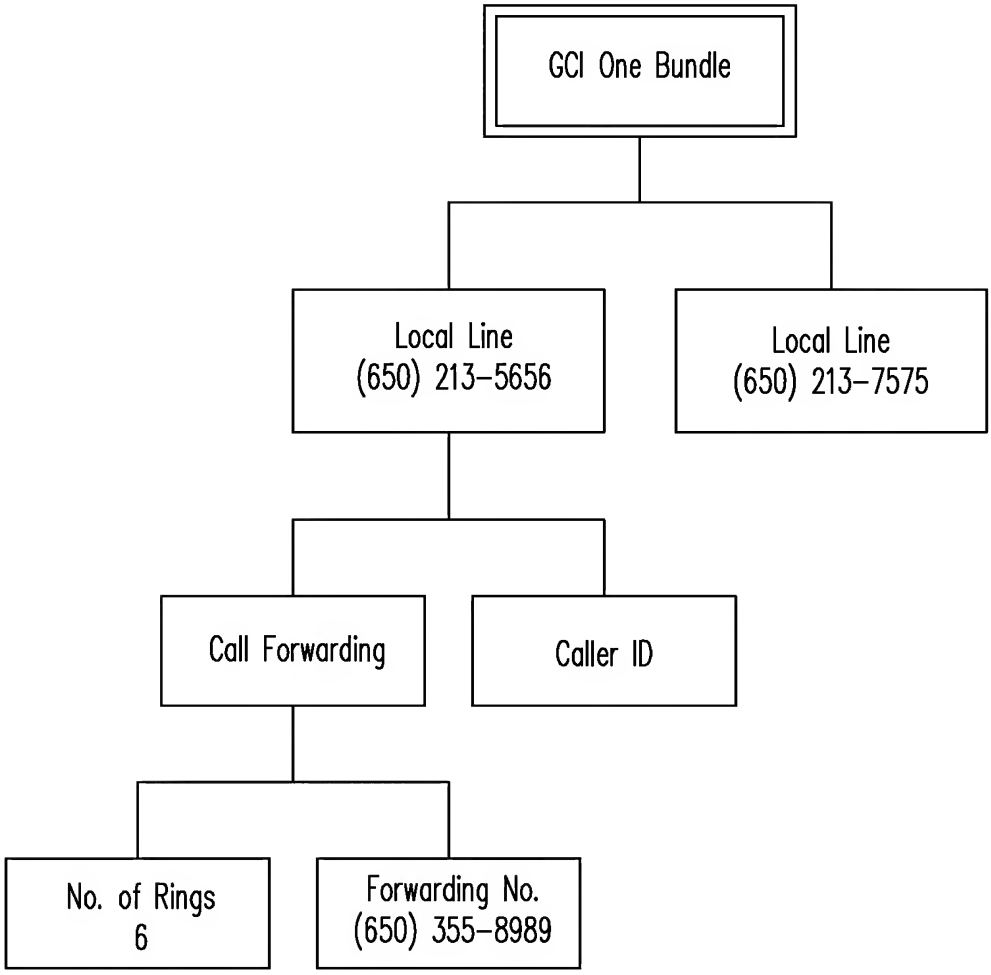

GCI One Bundle
Local Line
(650) 213-5656
Local Line
(650) 213-7575
Call Forwarding
Caller ID
No. of Rings
6
Forwarding No.
(650) 355-8989

FIG. 11D-3

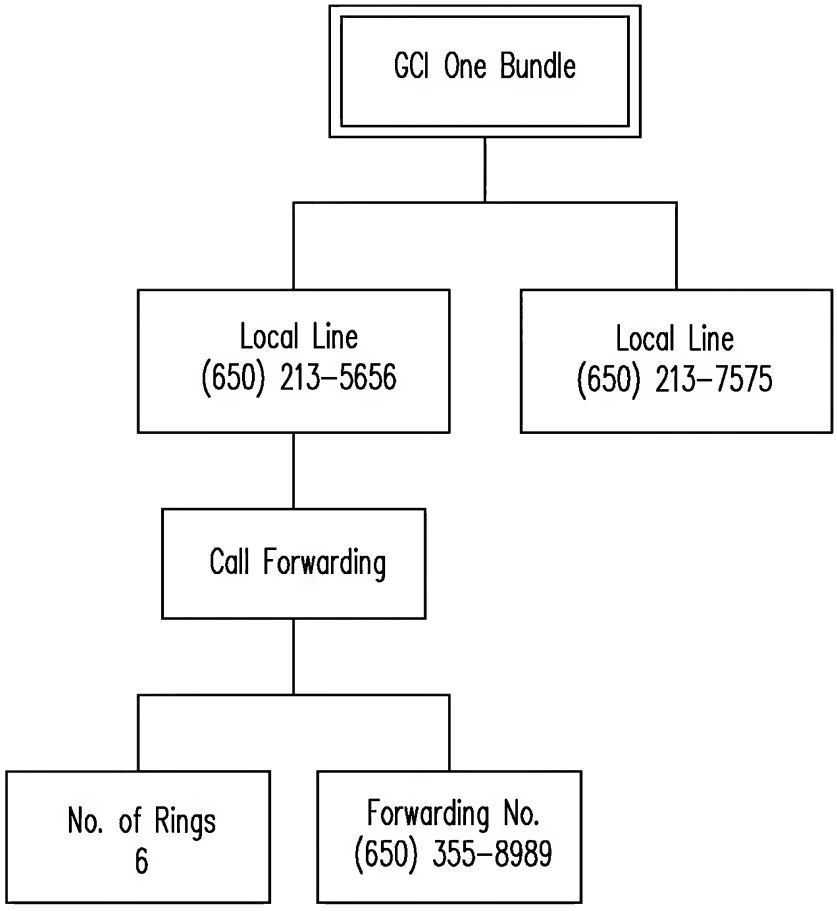

GCI One Bundle
Local Line
(650) 213-5656
Local Line
(650) 213-7575
Call Forwarding
No. of Rings
6
Forwarding No.
(650) 355-8989

FIG. 11E-1

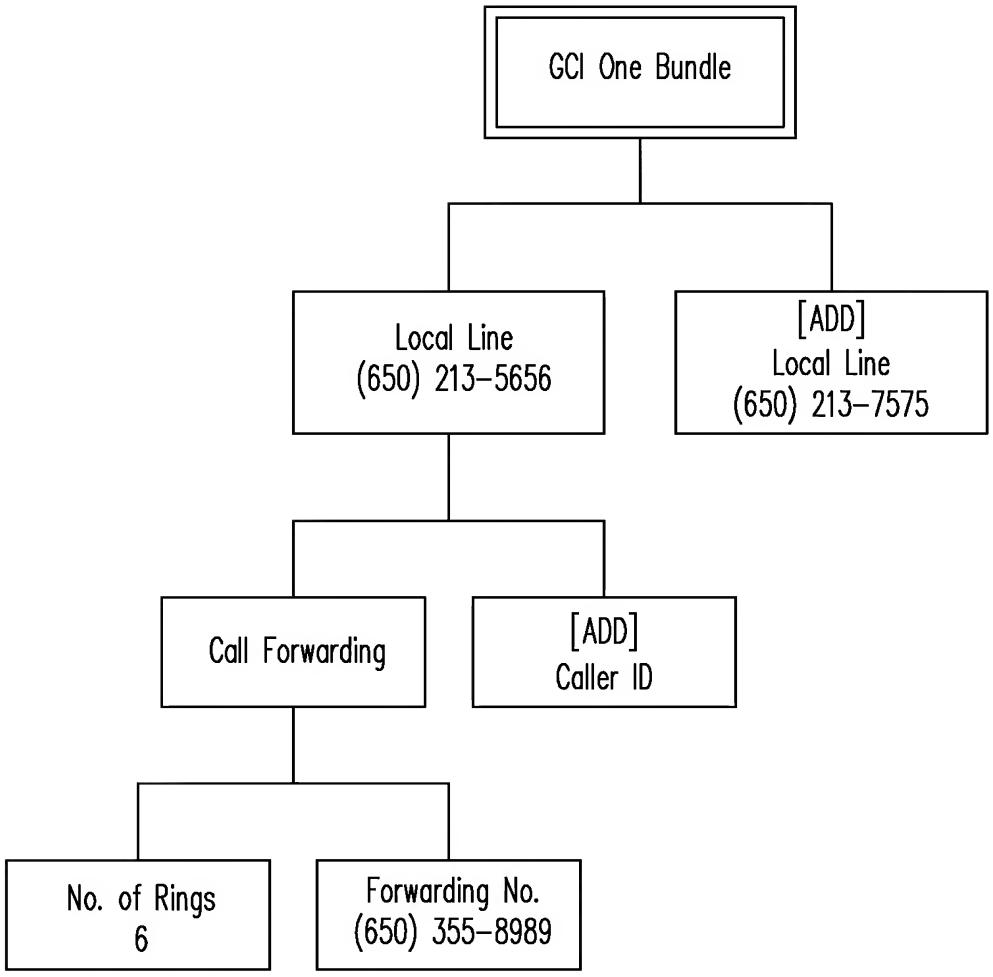

GCI One Bundle
Local Line
(650) 213-5656
[ADD]
Local Line
(650) 213-7575
Call Forwarding
[ADD]
Caller ID
No. of Rings
6
Forwarding No.
(650) 355-8989

FIG. 11E-2

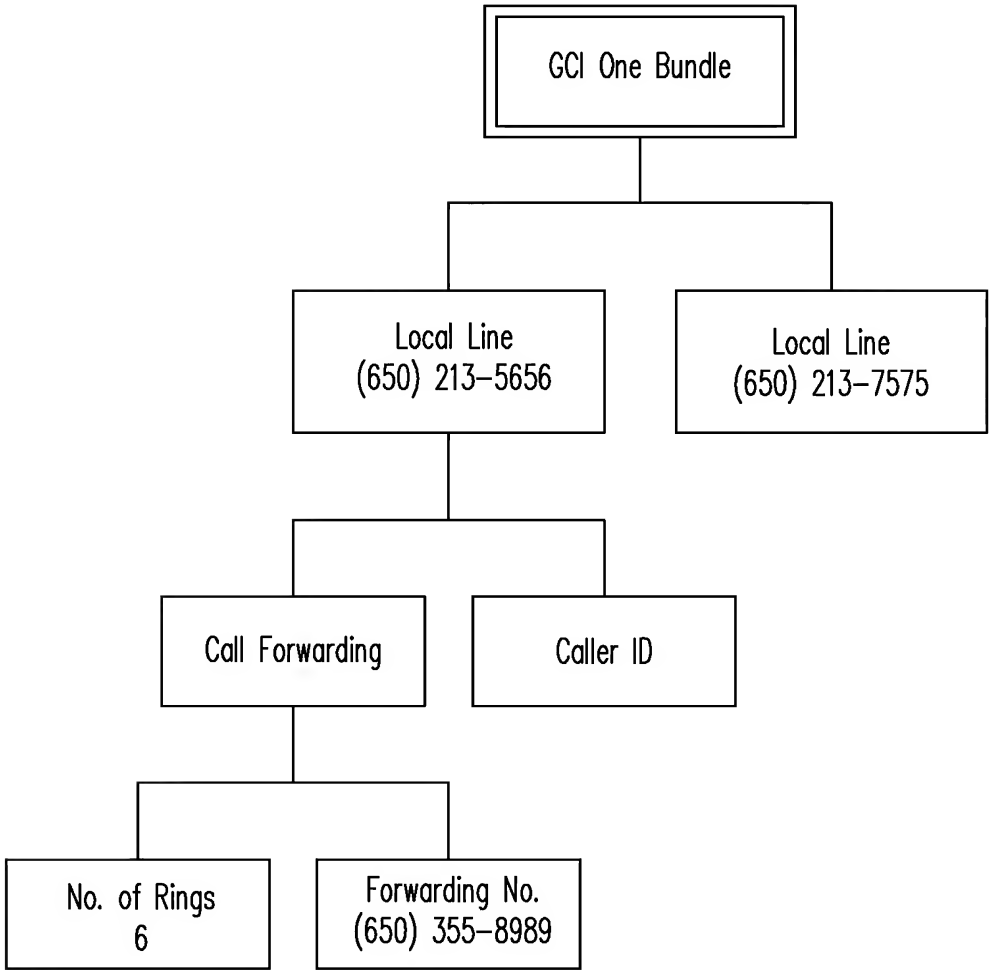

GCI One Bundle
Local Line
(650) 213-5656
Local Line
(650) 213-7575
Call Forwarding
Caller ID
No. of Rings
6
Forwarding No.
(650) 355-8989

FIG. 11E-3

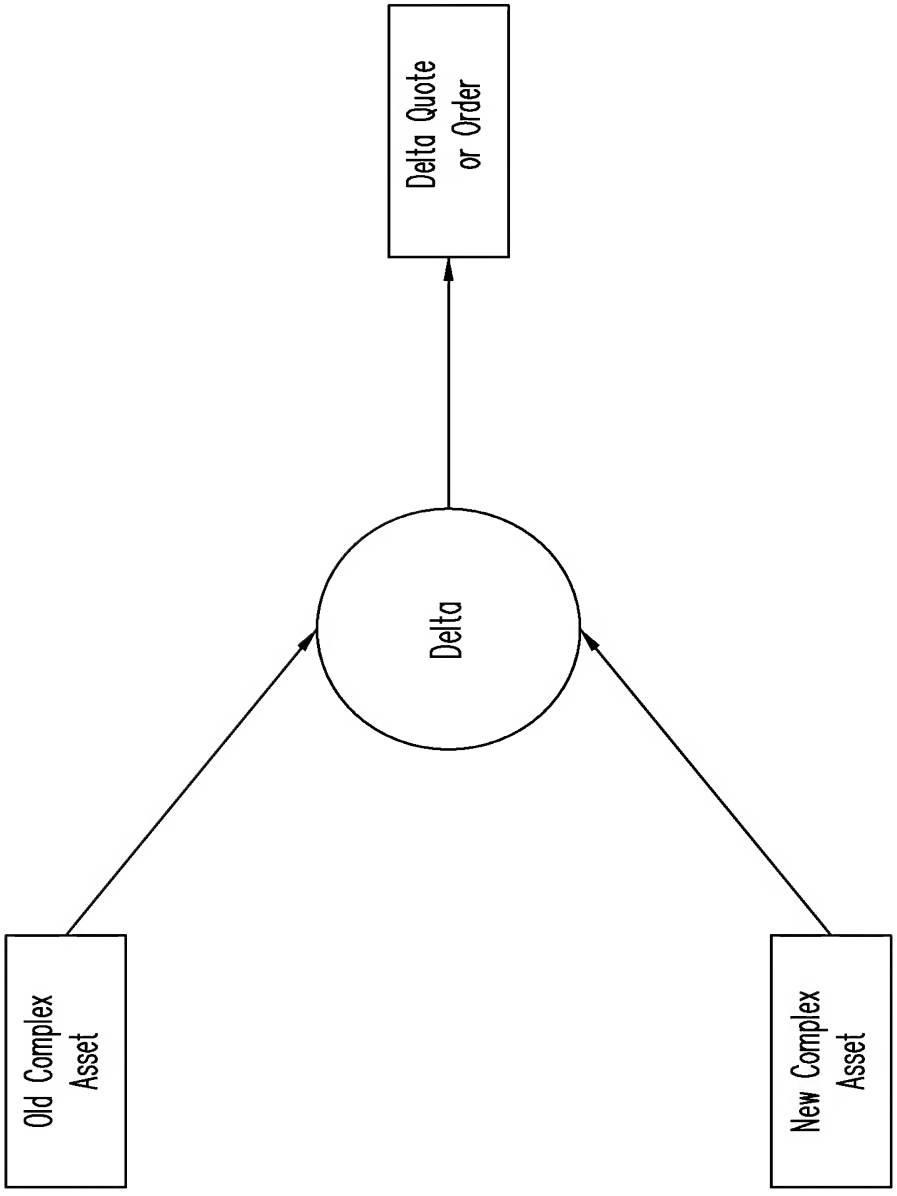

Delta Quote or Order
Delta
Old Complex Asset
New Complex Asset

FIG. 11F

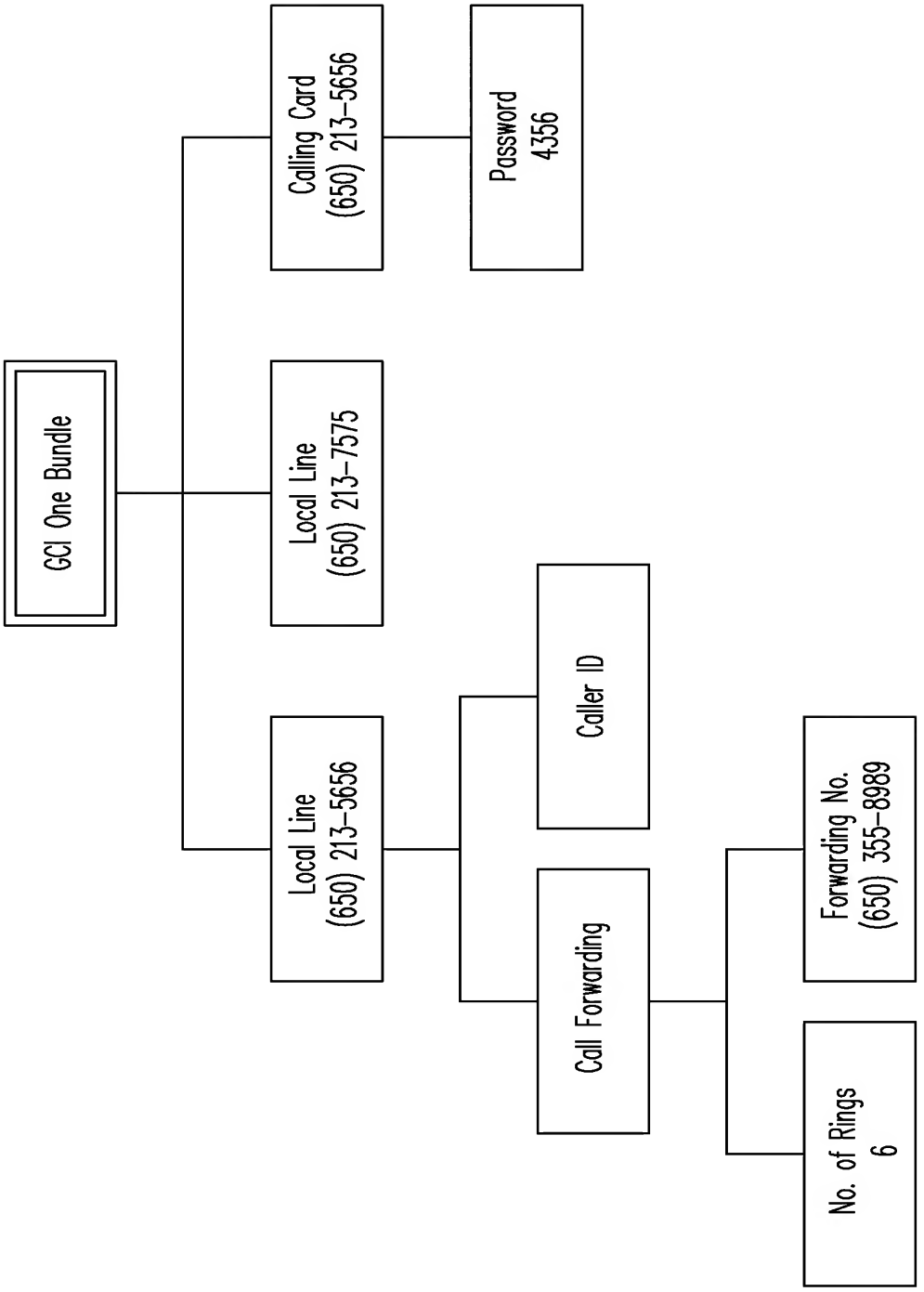

GCI One Bundle
Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-7575
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11G-1

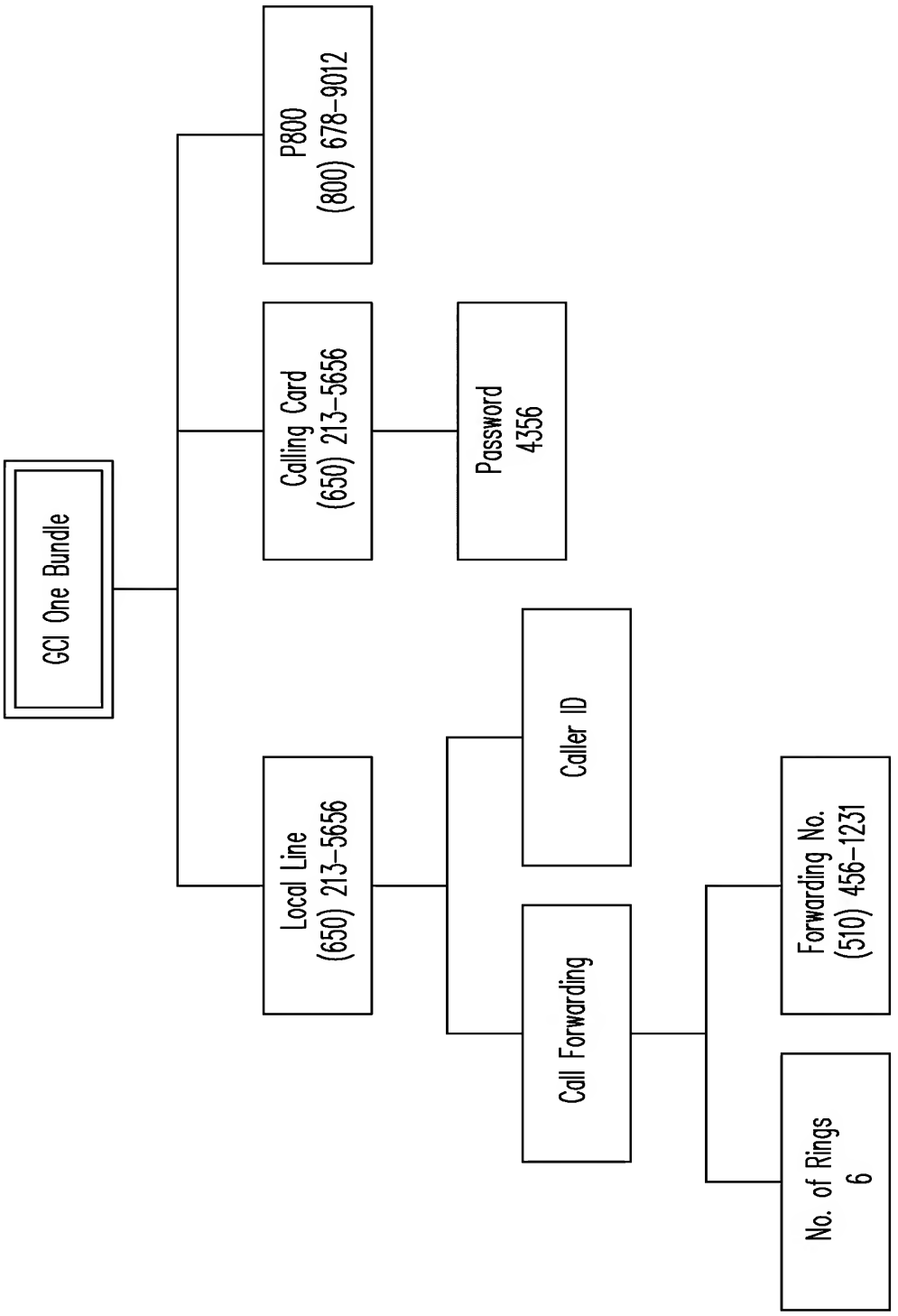

GCI One Bundle
P800
(800) 678-9012
Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Forwarding No.
(510) 456-1231
No. of Rings
6

FIG. 11G-2

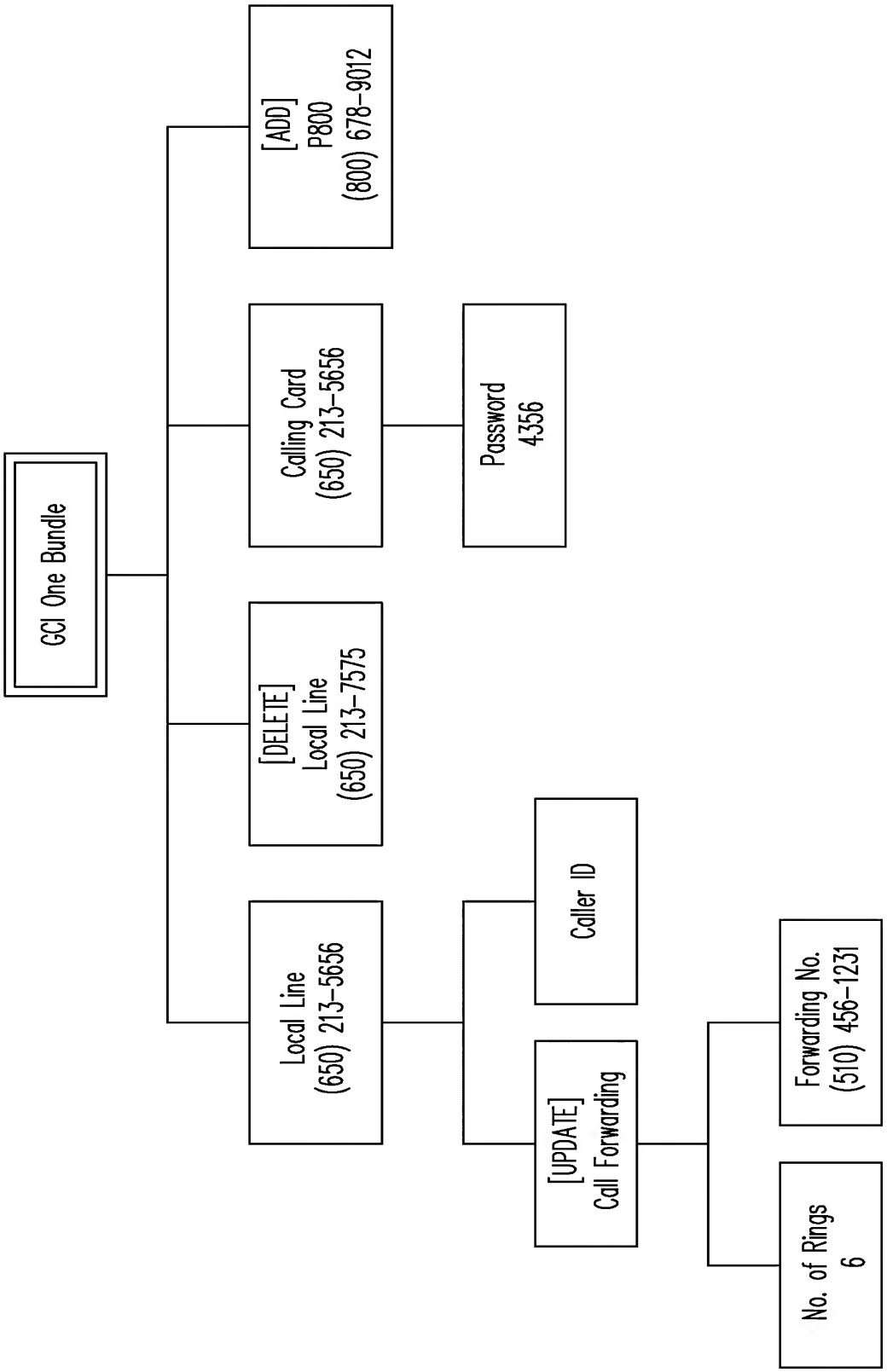

GCI One Bundle
[ADD]
P800
(800) 678-9012
Calling Card
(650) 213-5656
Password
4356
[DELETE]
Local Line
(650) 213-7575
Local Line
(650) 213-5656
Caller ID
[UPDATE]
Call Forwarding
Forwarding No.
(510) 456-1231
No. of Rings
6

FIG. 11C-3

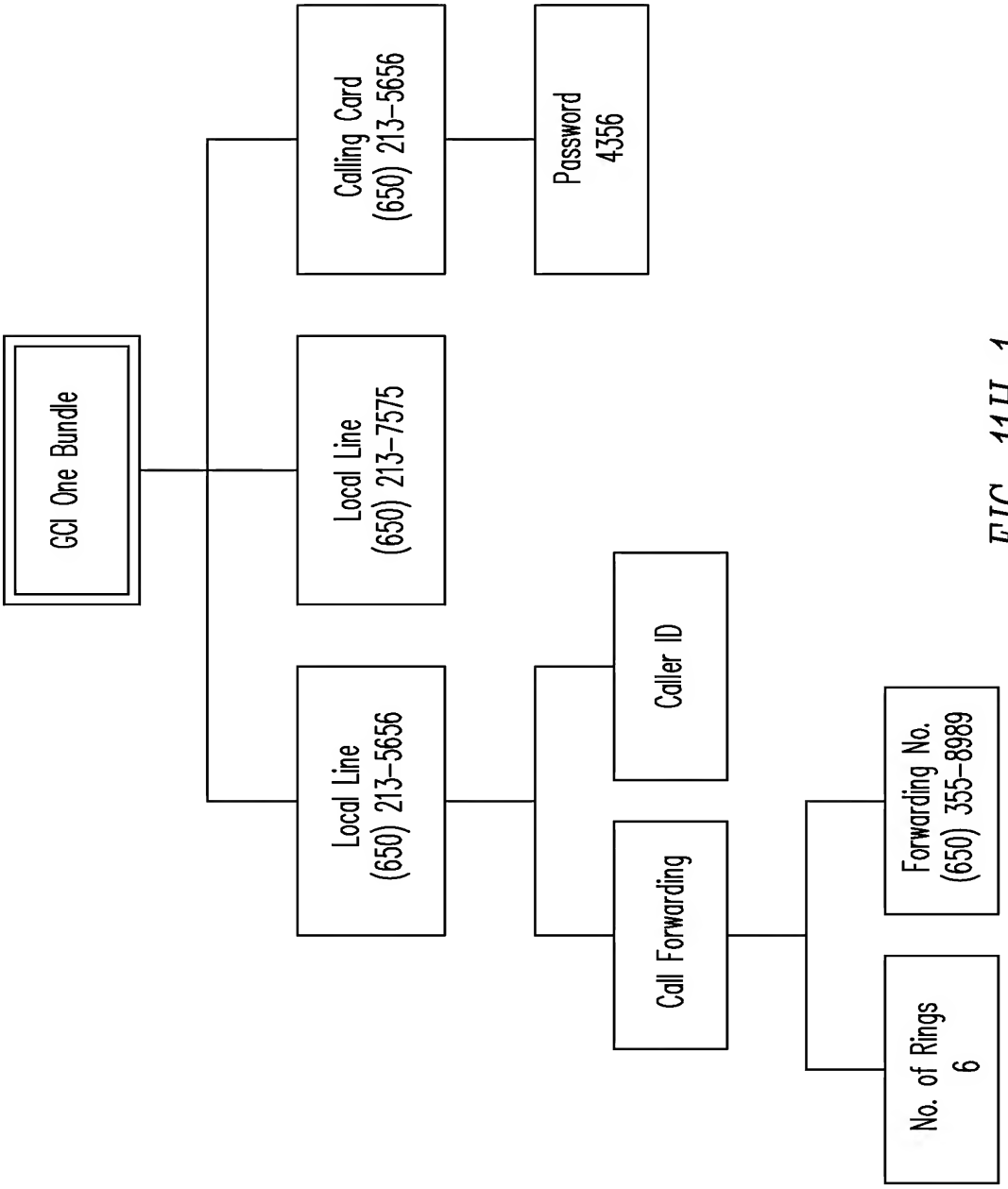

GCI One Bundle
Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-7575
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11H-1

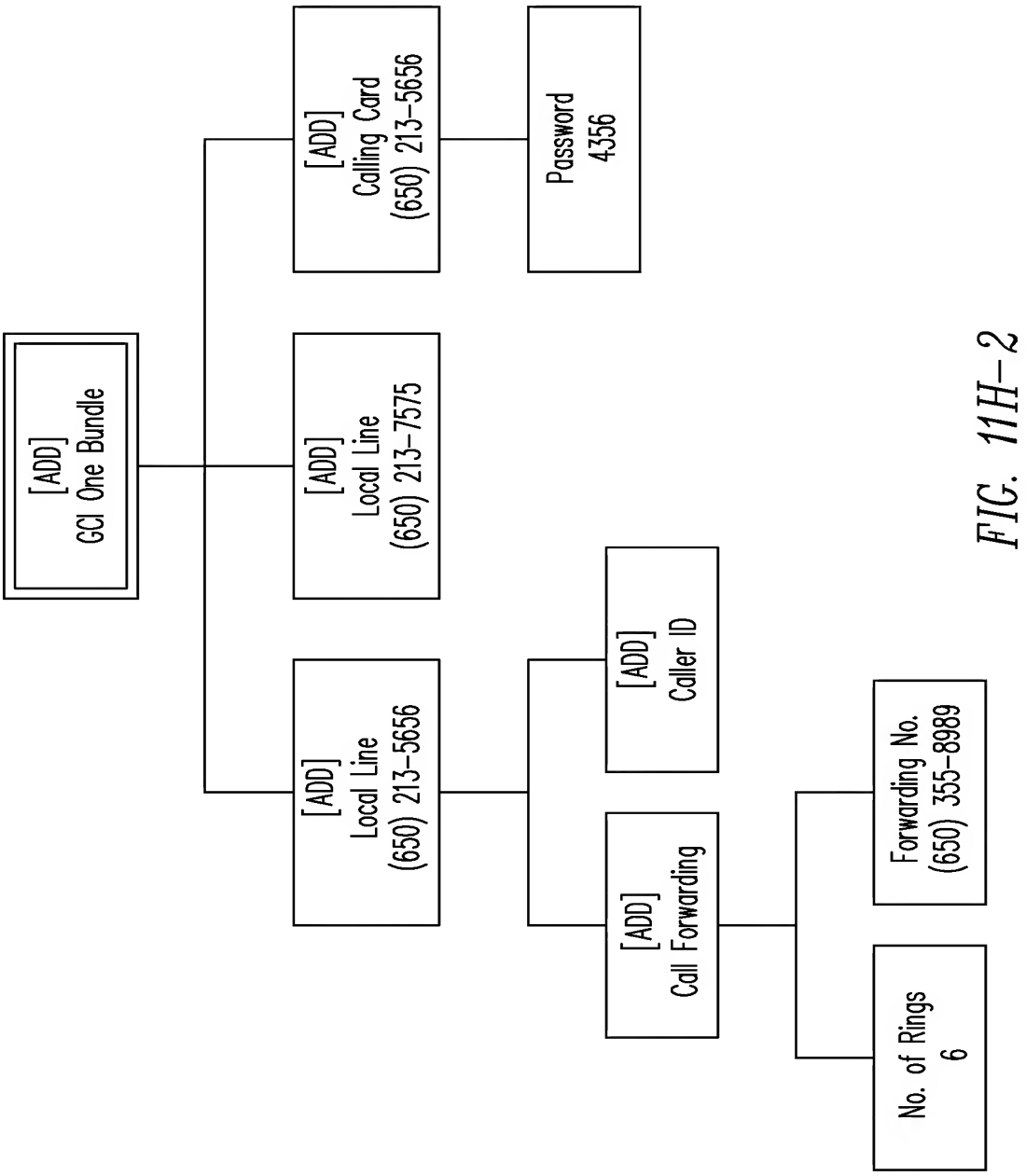

[ADD]
GCI One Bundle
[ADD]
Calling Card
(650) 213-5656
Password
4356
[ADD]
Local Line
(650) 213-7575
[ADD]
Local Line
(650) 213-5656
[ADD]
Caller ID
[ADD]
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11H-2

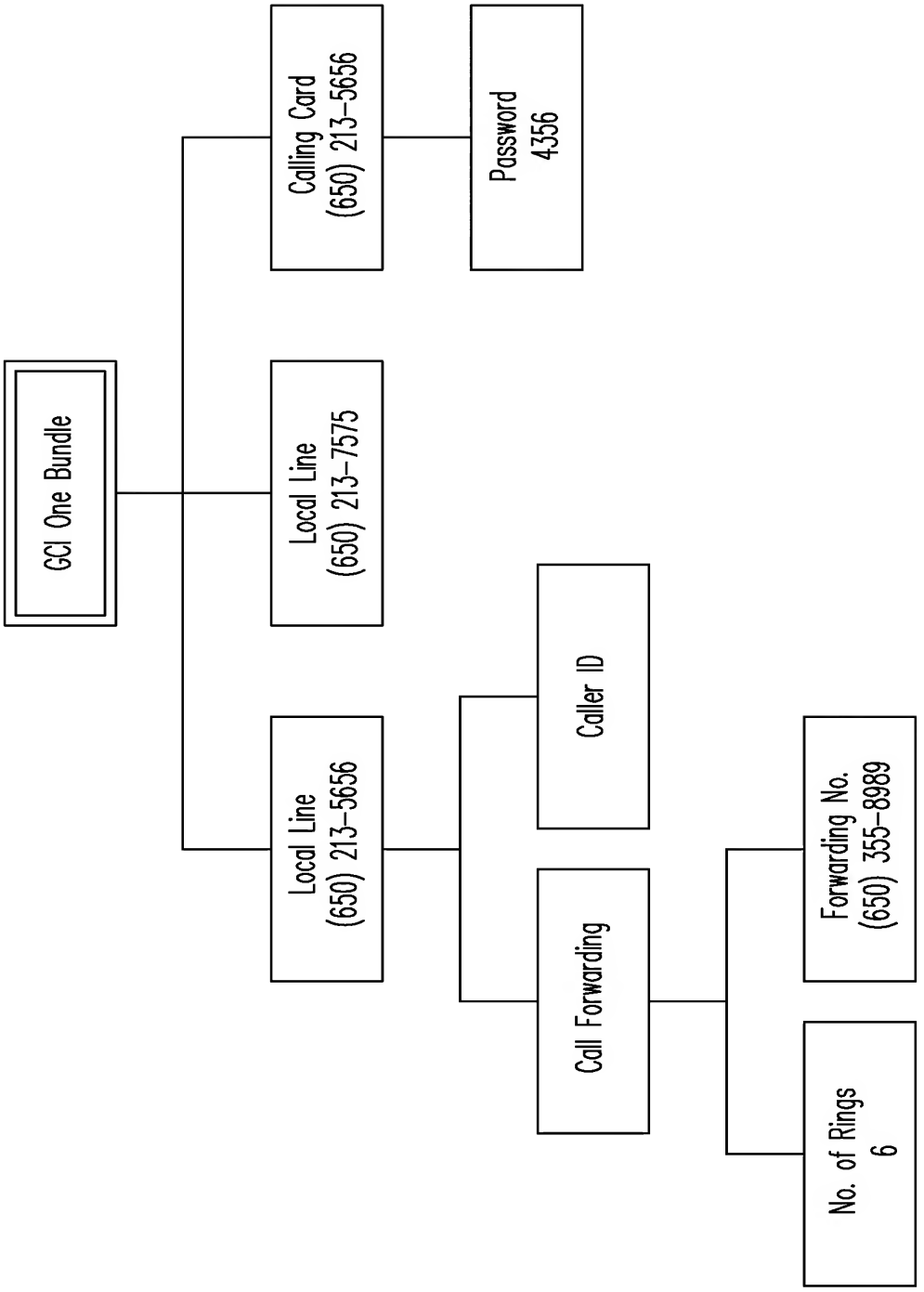

GCI One Bundle
Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-7575
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11I-1

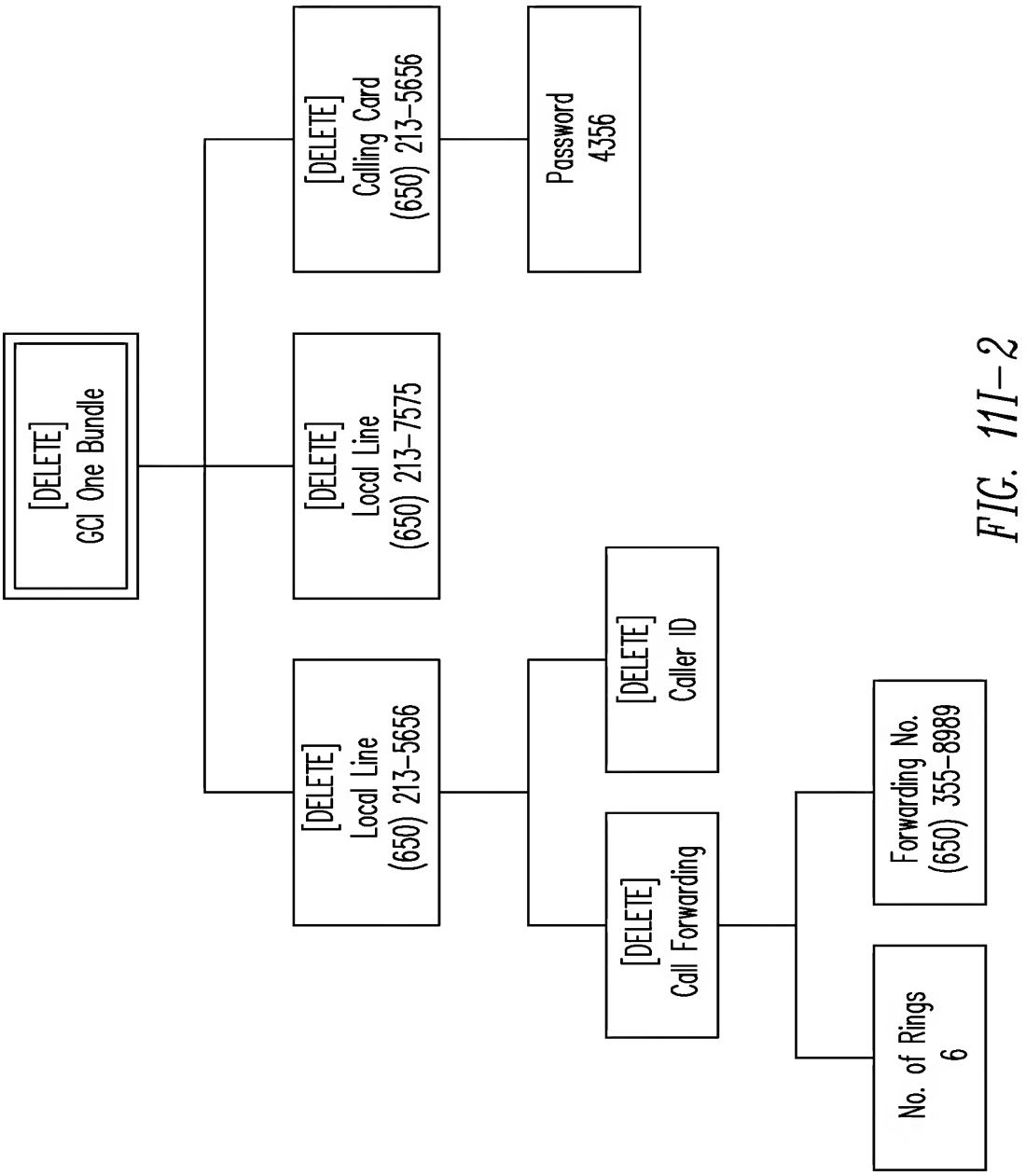

[DELETE]
GCI One Bundle
[DELETE]
Calling Card
(650) 213-5656
Password
4356
[DELETE]
Local Line
(650) 213-7575
[DELETE]
Local Line
(650) 213-5656
[DELETE]
Caller ID
[DELETE]
Call Forwarding
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11-2

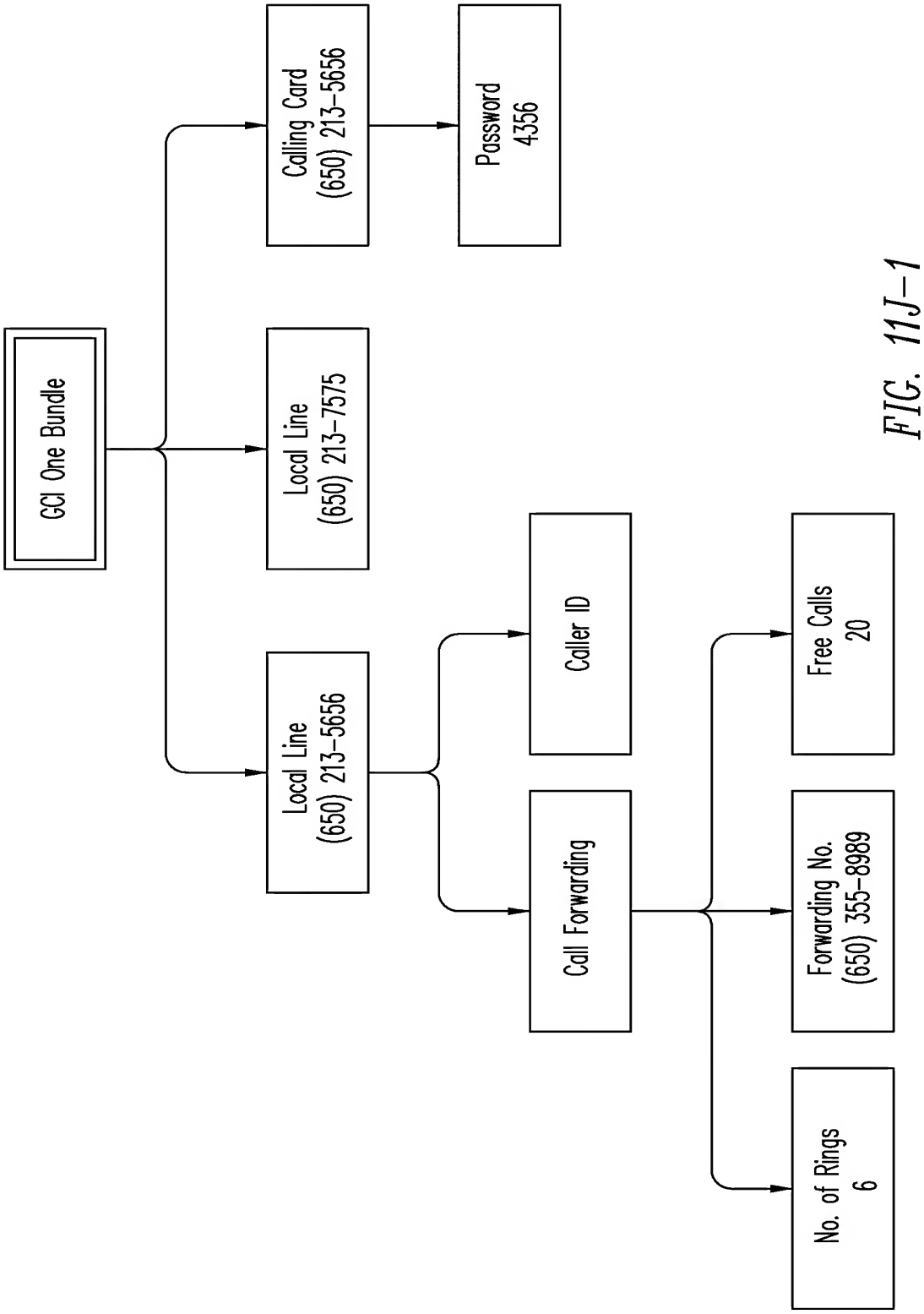

GCI One Bundle
Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-7575
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Free Calls
20
Forwarding No.
(650) 355-8989
No. of Rings
6

FIG. 11J-1

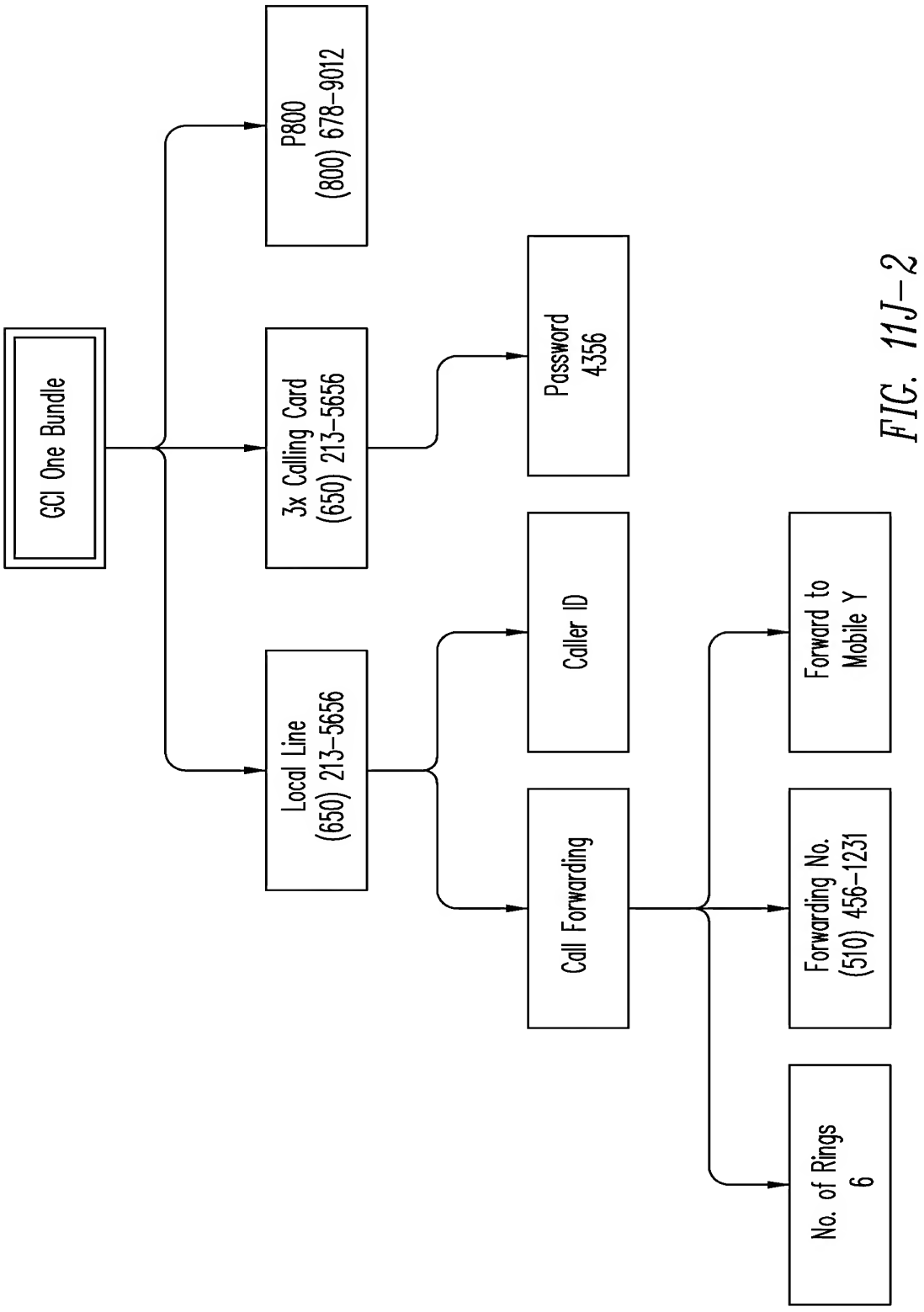

GCI One Bundle
P800
(800) 678-9012
3x Calling Card
(650) 213-5656
Password
4356
Local Line
(650) 213-5656
Caller ID
Call Forwarding
Forward to
Mobile Y
Forwarding No.
(510) 456-1231
No. of Rings
6

FIG. 11J-2

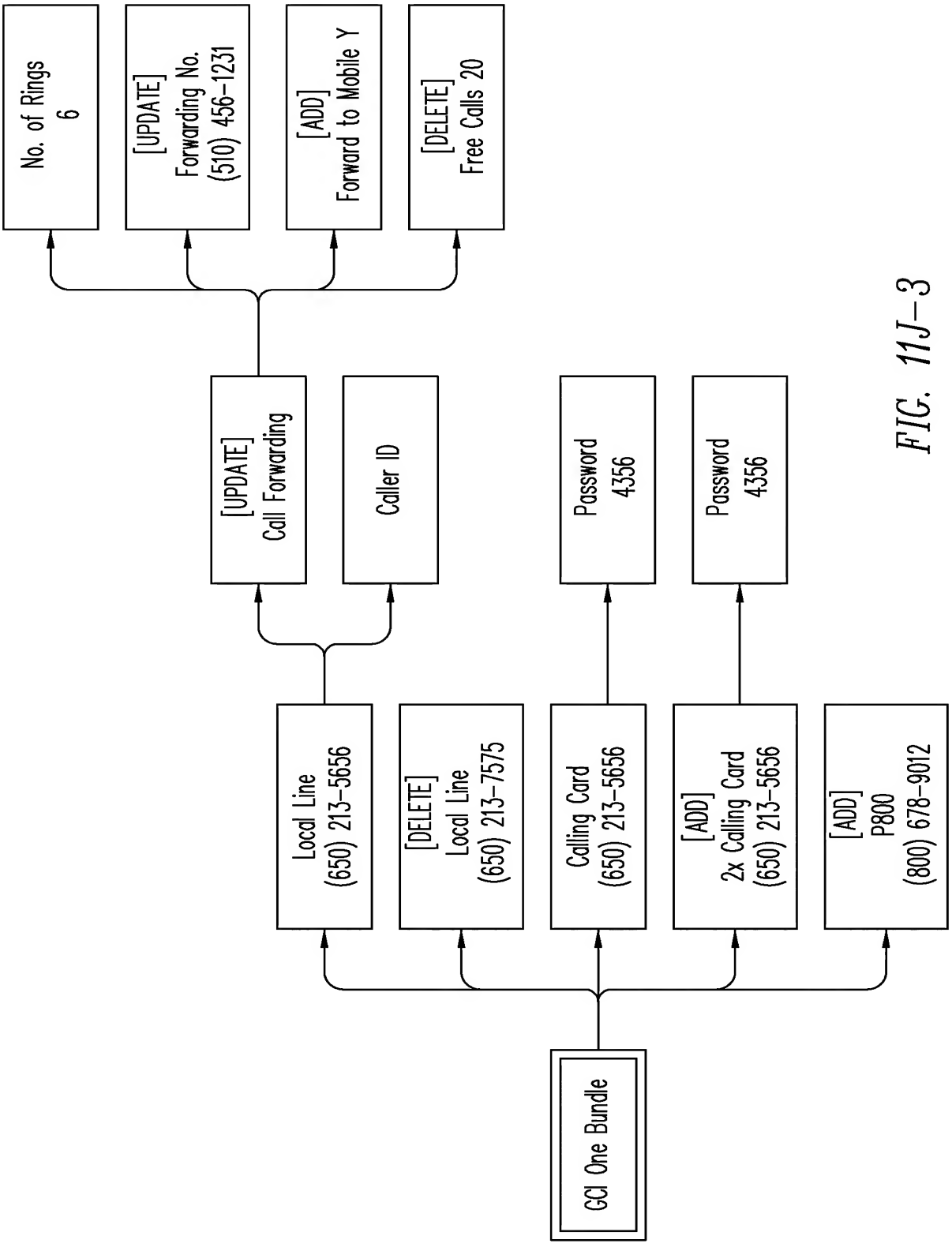

GCI One Bundle
Local Line (650) 213-5656
[DELETE] Local Line (650) 213-7575
Calling Card (650) 213-5656
[ADD] 2x Calling Card (650) 213-5656
[ADD] P800 (800) 678-9012
[UPDATE] Call Forwarding
Caller ID
Password 4356
Password 4356
No. of Rings 6
[UPDATE] Forwarding No. (510) 456-1231
[ADD] Forward to Mobile Y
[DELETE] Free Calls 20

FIG. 11J-3

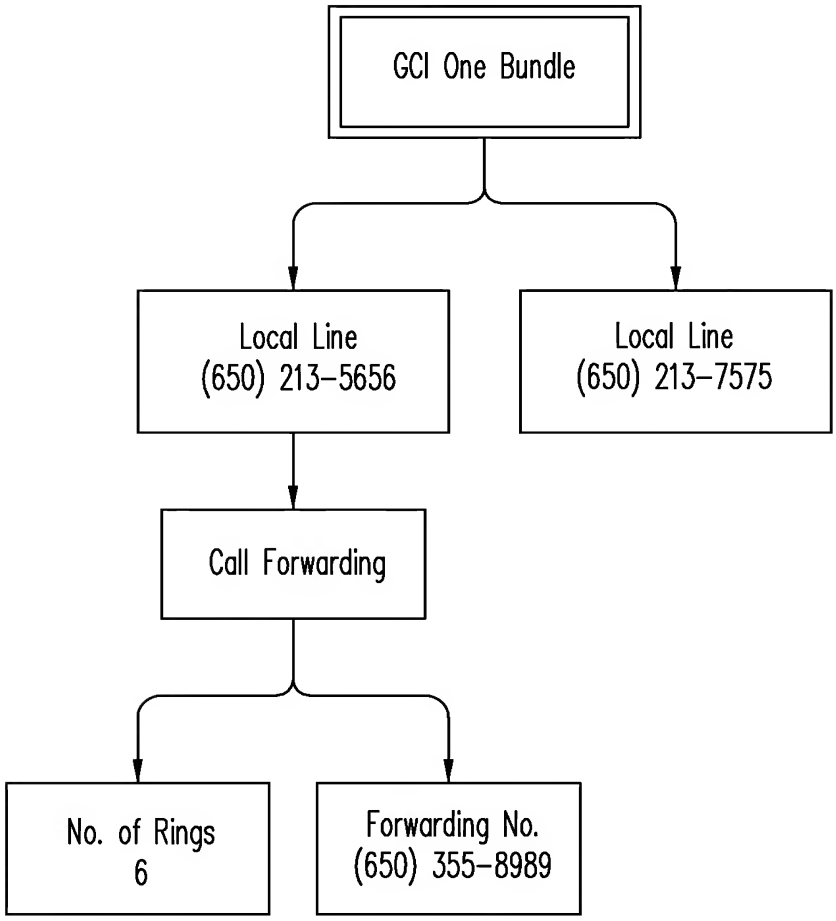

GCI One Bundle
Local Line
(650) 213-5656
Local Line
(650) 213-7575
Call Forwarding
No. of Rings
6
Forwarding No.
(650) 355-8989

FIG. 11K-1

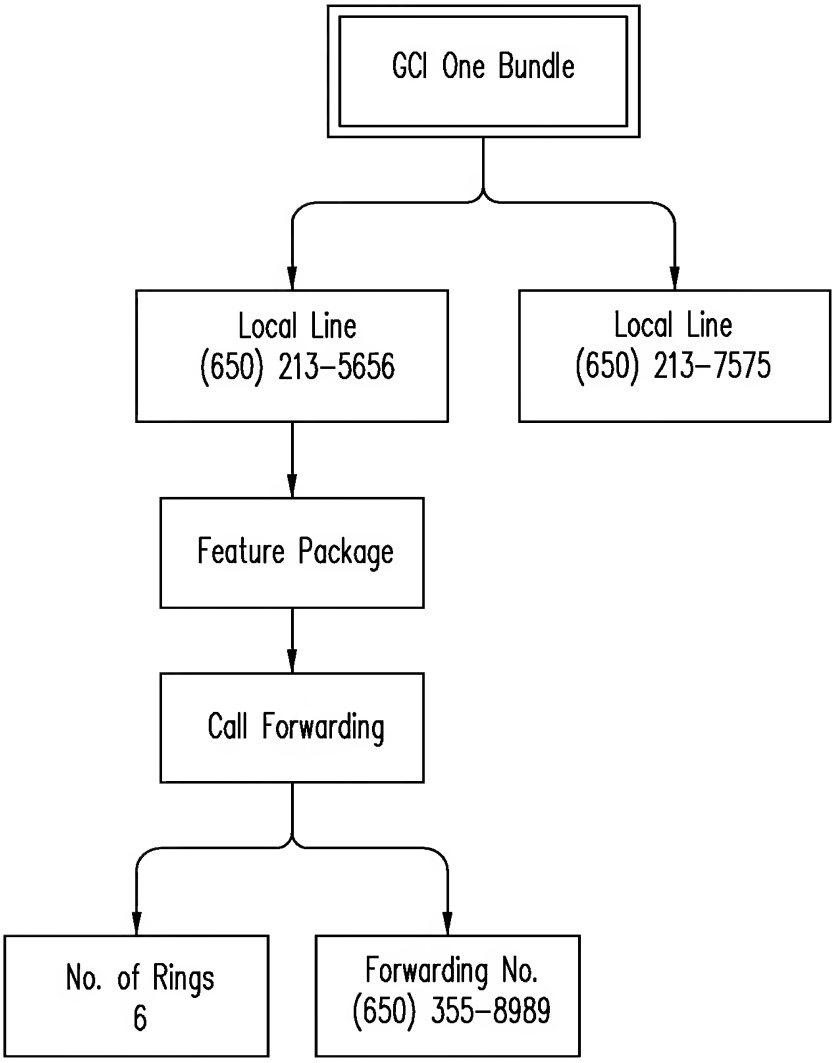

GCI One Bundle
Local Line
(650) 213-5656
Local Line
(650) 213-7575
Feature Package
Call Forwarding
No. of Rings
6
Forwarding No.
(650) 355-8989

FIG. 11K-2

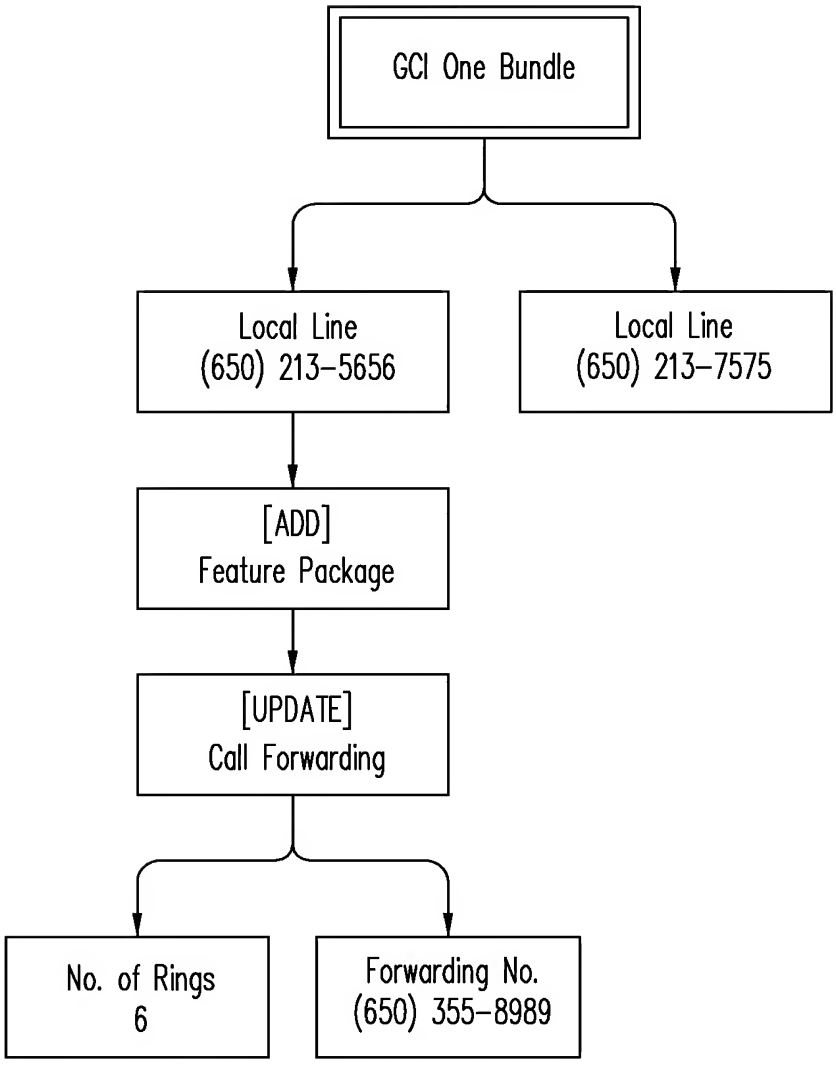

GCI One Bundle
Local Line
(650) 213-5656
Local Line
(650) 213-7575
[ADD]
Feature Package
[UPDATE]
Call Forwarding
No. of Rings
6
Forwarding No.
(650) 355-8989

FIG. 11K-3

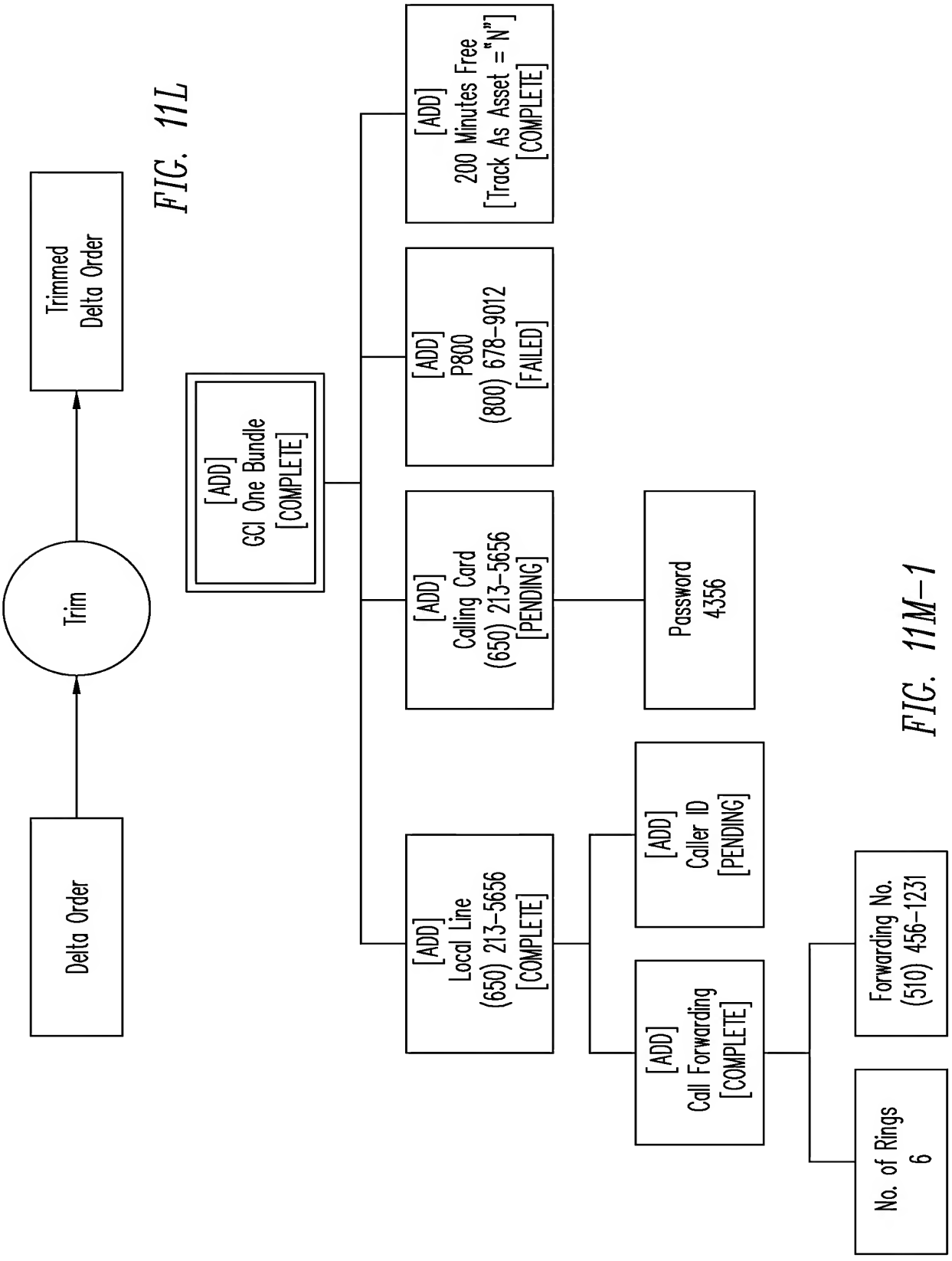


FIG. 11L

FIG. 11M-1

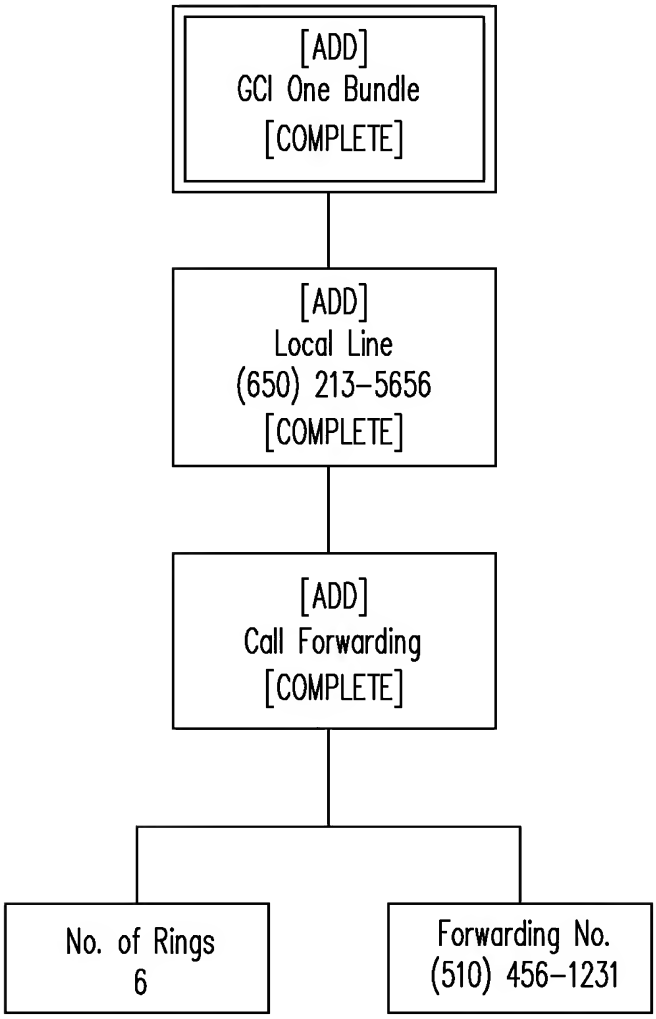

[ADD]
GCI One Bundle
[COMPLETE]
[ADD]
Local Line
(650) 213-5656
[COMPLETE]
[ADD]
Call Forwarding
[COMPLETE]
No. of Rings
6
Forwarding No.
(510) 456-1231

FIG. 11M-2

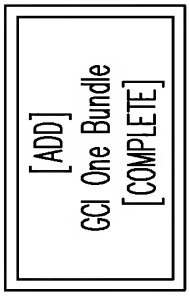


FIG. 11N-2

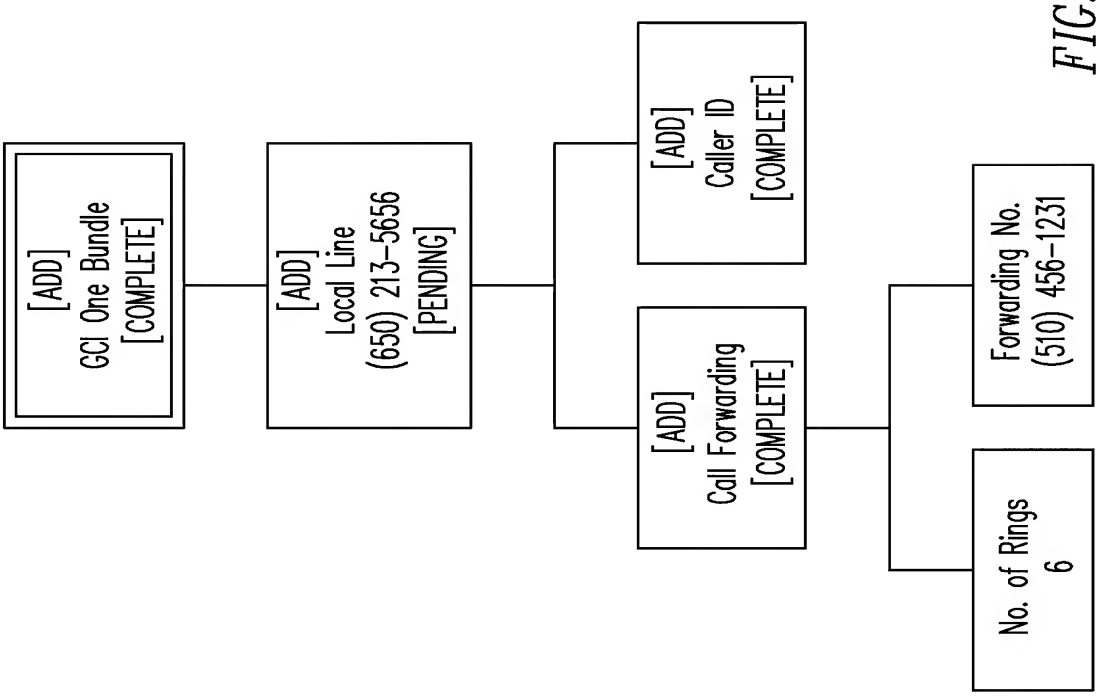


FIG. 11N-1

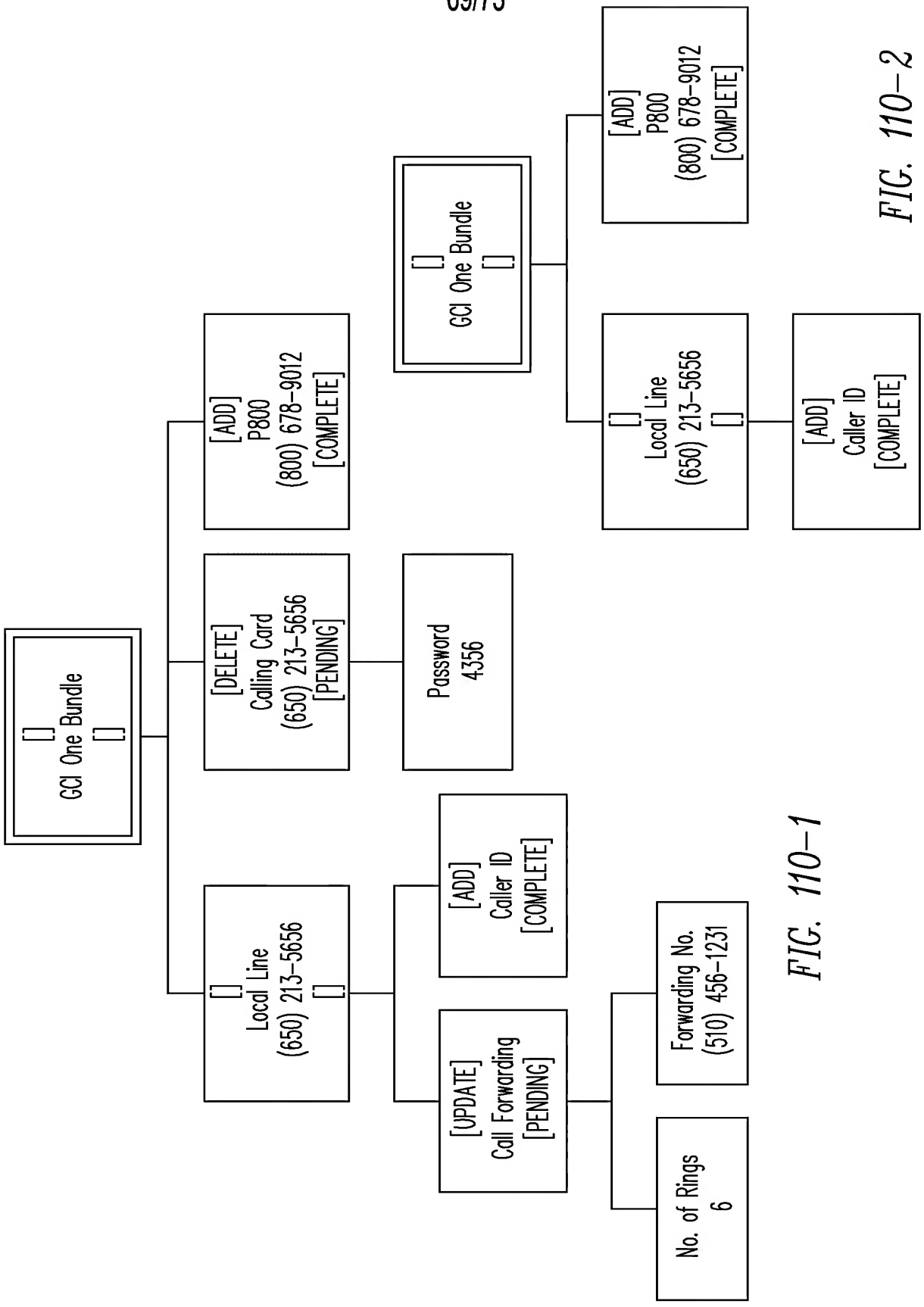


FIG. 110-1

FIG. 110-2

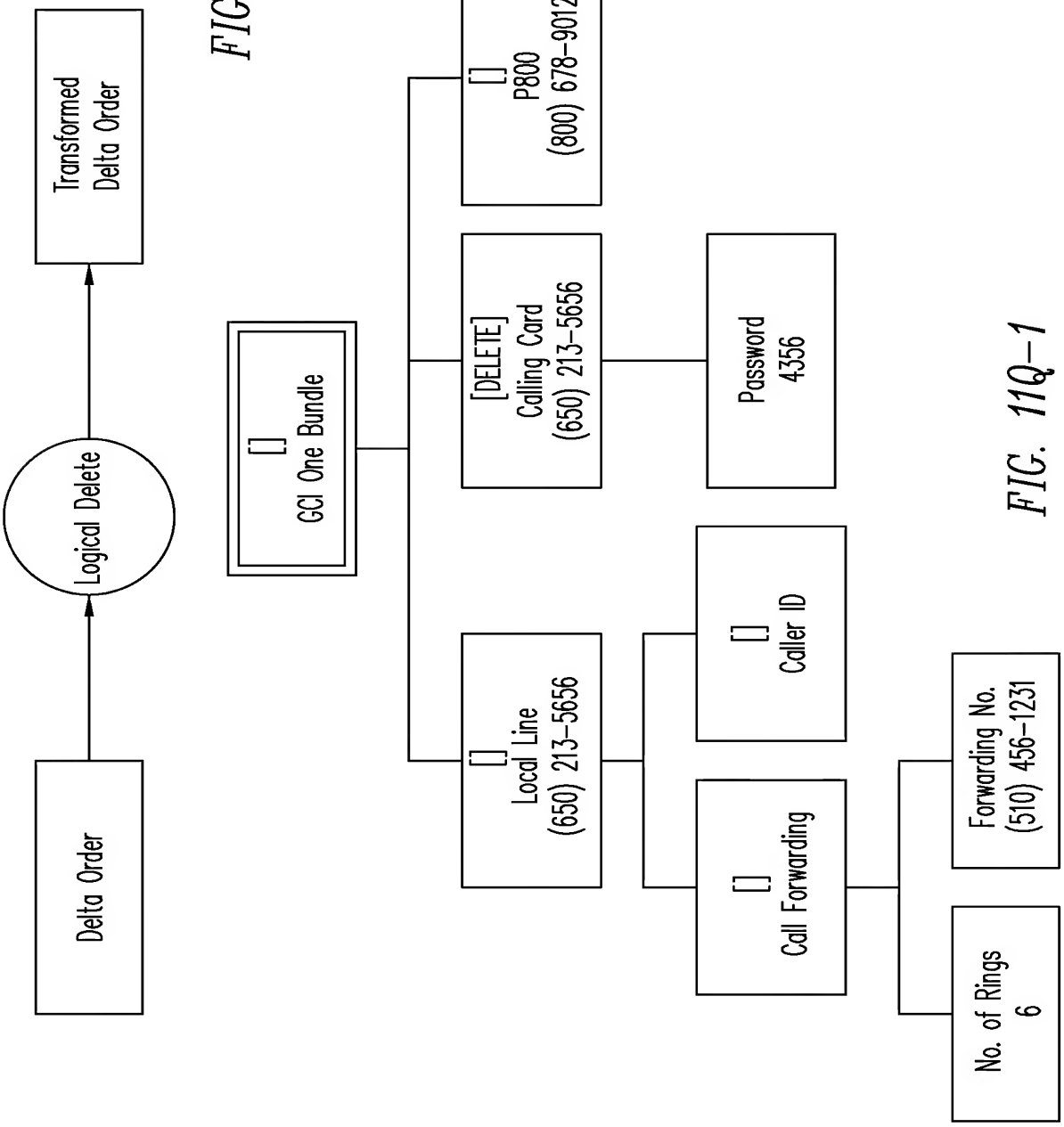


FIG. 11P

FIG. 11Q-1

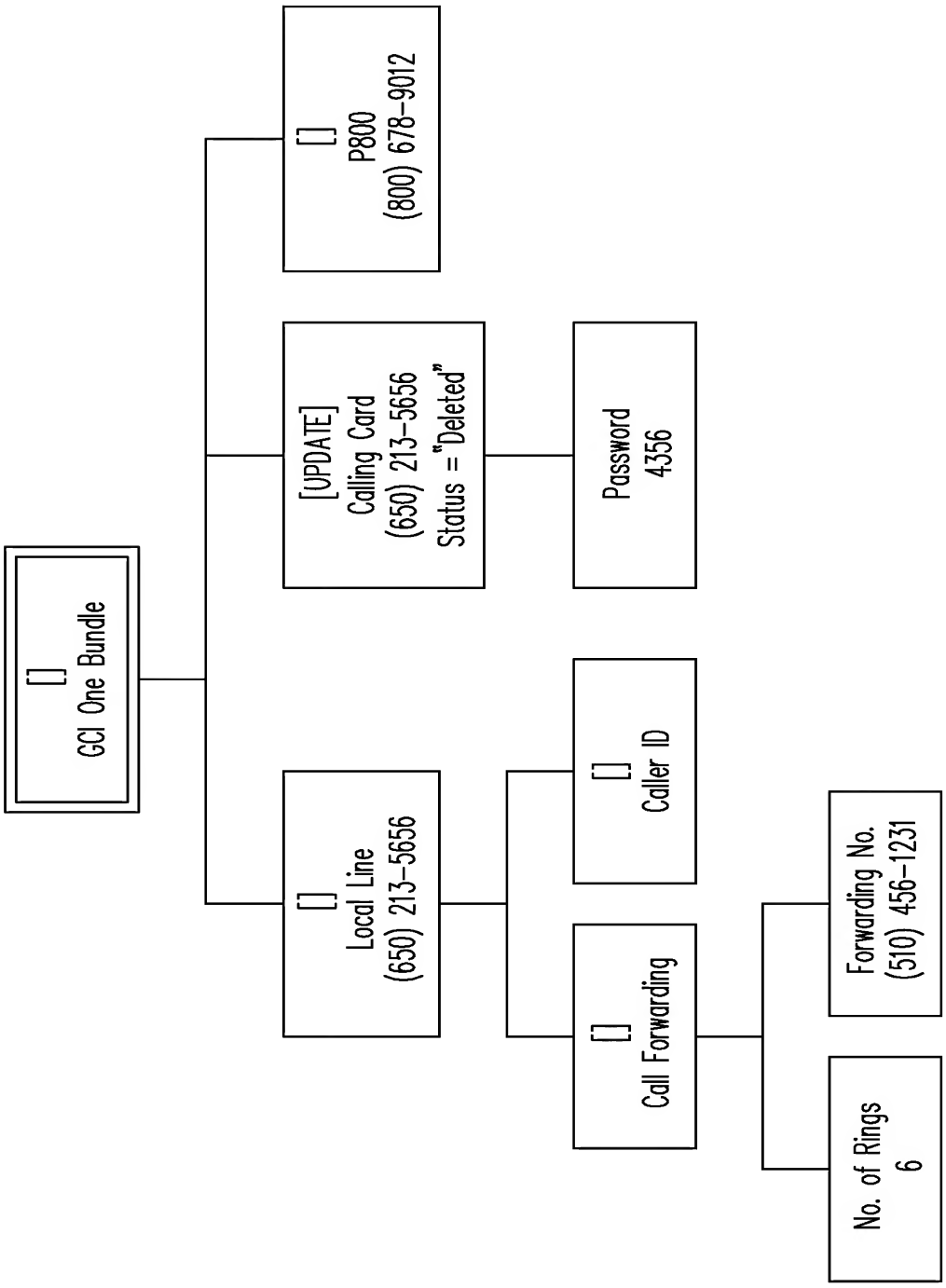

[]
GCI One Bundle
[]
P800
(800) 678-9012
[UPDATE]
Calling Card
(650) 213-5656
Status = "Deleted"
Password
4356
[]
Local Line
(650) 213-5656
[]
Caller ID
[]
Call Forwarding
Forwarding No.
(510) 456-1231
No. of Rings
6

FIG. 11Q-2

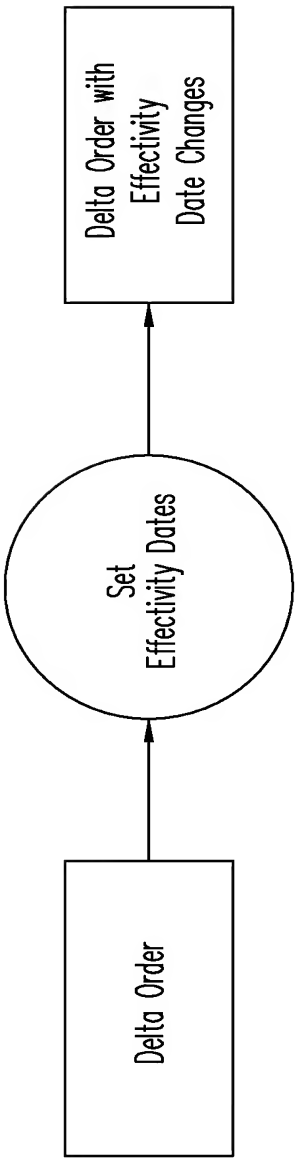


FIG. 11R

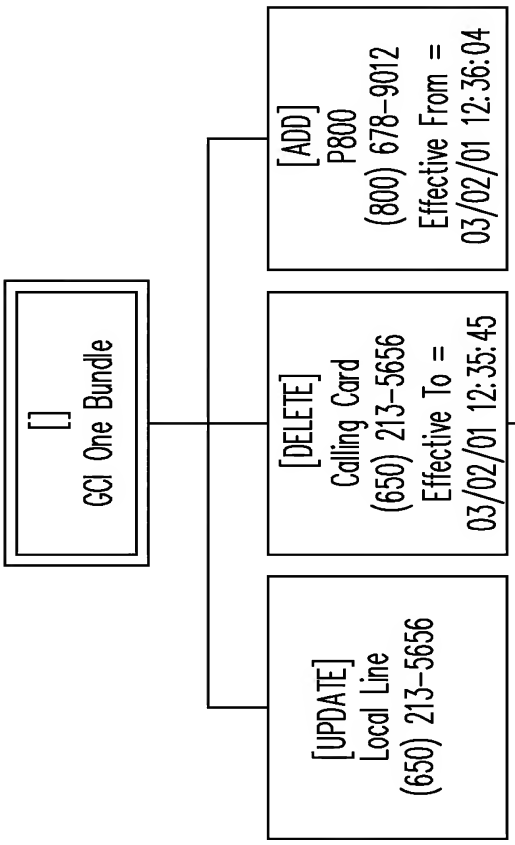


FIG. 11S-2

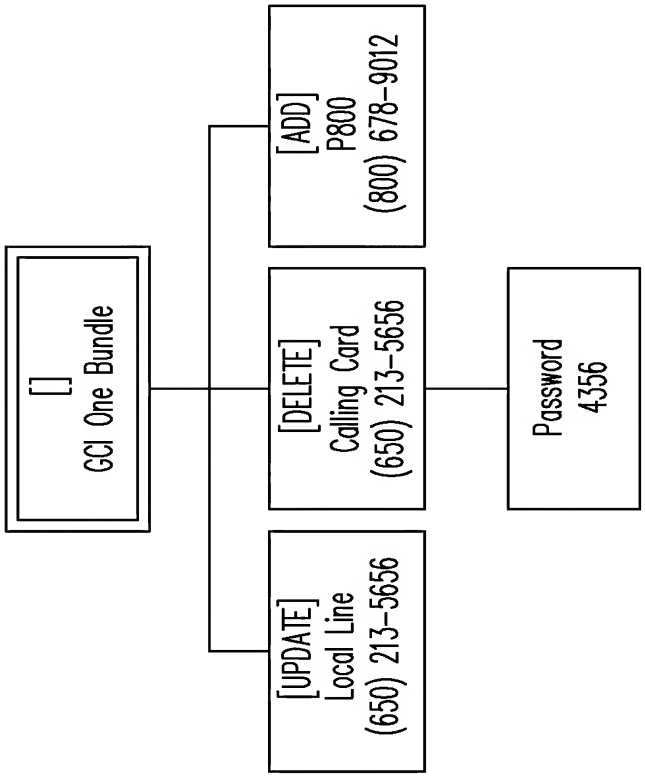


FIG. 11S-1

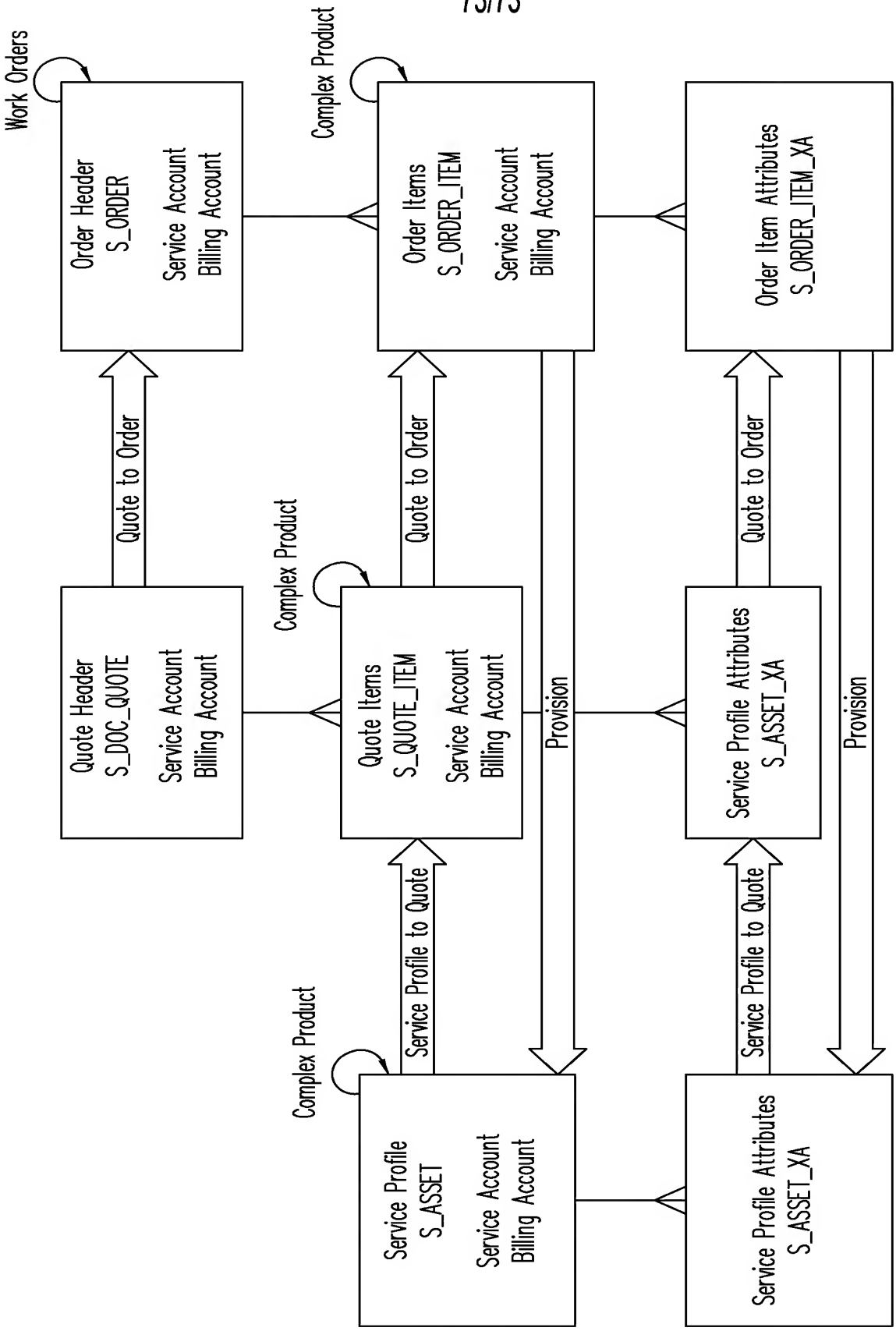

Work Orders
Order Header
S_ORDER
Service Account
Billing Account
Complex Product
Order Items
S_ORDER_ITEM
Service Account
Billing Account
Order Item Attributes
S_ORDER_ITEM_XA
Quote to Order
Quote to Order
Quote to Order
Complex Product
Quote Header
S_DOC_QUOTE
Service Account
Billing Account
Quote Items
S_QUOTE_ITEM
Service Account
Billing Account
Service Profile Attributes
S_ASSET_XA
Provision
Provision
Service Profile to Quote
Service Profile to Quote
Complex Product
Service Profile
S_ASSET
Service Account
Billing Account
Service Profile Attributes
S_ASSET_XA

FIG. 12